

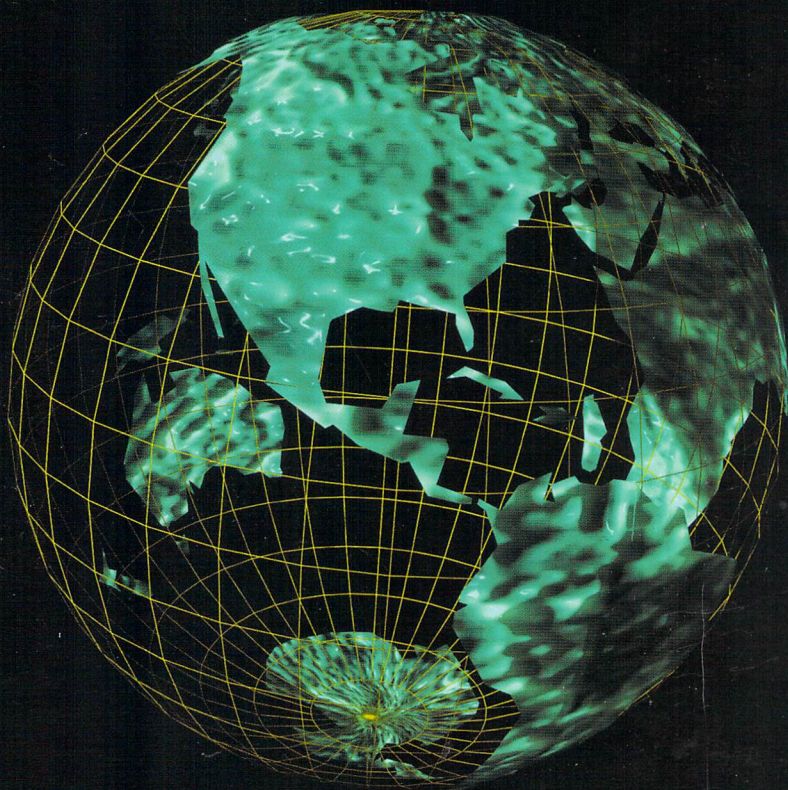
USING COMPU SERVE[®]

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Using Books Sold!

The Comprehensive Guide
to all the Online Services
and Resources Available!

Navigate CompuServe efficiently
with expert tips and cautions

Discover how to access
databases, join business forums,
send e-mail, and more



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Using CompuServe®

CompuServe Information Service

- CompuServe Mail
- What's New
- Microsoft Windows Support
- IBM & Compatibles Support
- Other Computer Support
- Financial Information
- Industry and Professional
- General Interest
- News, Weather & Sports
- CompuServe Support
- ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

Jill H. Ellsworth, Ph.D.
Matthew V. Ellsworth

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will contain the directory CSERVE (see diagram). The new window below will allow you to use common data controls.

Connect to CIS	Disconnect	Level: 1
I.D.	Password	00:00:55

C:\CSERVE\

- DOSCIM
- SCRIPTS
- FCABINET
- SUPPORT
- DOWNLOAD
- GIF

DOS CIM executables
Script files, mode
Filing Cabinet, I
Support files (*.*)
Default download s
Default GIF downlo

a directory other than CSERVE, edit
include the complete directory path
CompuServe Information Manager

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	NB1	F	D	
2	Revise Entry 1	2400	NB1	F	D	
3	NOTE: CompuServe Phone Numbers	2400	NB1	F	D	
4	NUMBER: 1 800 346-3247	2400	NB1	F	D	
5	BAUD: 2400	2400	NB1	F	D	
6	PARITY: EVEN	2400	NB1	F	D	
7	DATA BITS: 7	2400	NB1	F	D	
8	STOP BITS: 1	2400	NB1	F	D	
9	DUPLEX: FULL	2400	NB1	F	D	
10	PORT: COM2	2400	NB1	F	D	
11	SCRIPT:	2400	NB1	F	D	
FgUp	PROTOCOL: XMODEM					
FgDn	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
1/1	META FILE:					
Esc	MOD FILE:					
	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
 ACCEPT THIS ENTRY? (Y/N) Yes
 SAVE ENTRY TO DISK? (Y/N) Yes

Notes

Alt-Z FOR HELP | VT100 | FDX | 2400 NB1 | LOG CLOSED | PRINT OFF | OFF-LINE

Using CompuServe®

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Introduction

You are about to enter the exciting world of on-line services with CompuServe. You will be amazed at the information, contacts, software, business data, and ideas available on CompuServe. CompuServe's resources have grown to be massive. This book will help CompuServe users, particularly business users and new users, save money and time by navigating through CompuServe more efficiently. It will also help you find the key information you need more quickly.

In our "information society," being connected to CompuServe is being in the right place at the right time. CompuServe has been providing on-line information and communication services for more than a decade. It has more than 1.5 million members worldwide, and provides:

- Electronic mail, including e-mail, messages, file transfers, FAX, and Internet e-mail
- Software and software and hardware technical support
- Forums to support professional and personal interests
- On-line reference material of all kinds, including encyclopedias, dictionaries, databases, and "Who's Who"
- Travel services including airline schedules, hotel information, rental cars, and making reservations on-line
- Weather, forecasts, and ACCU-Weather maps
- Business support services of all kinds
- Shopping in the Electronic Mall, with more than 125 well-known merchants, and a classified ads section

- Stock market and investor services including business profiles, stock quotes lists, and information on mutual funds
- Hobby and leisure activities and information

Who Should Use This Book?

This book is designed to be useful to a broad variety of users, from beginner to advanced. It should be particularly useful to:

- Business users
- Personal and home computer users
- CompuServe members who want to save money, maximize their membership options, and learn to use a variety of the time saving software such as CSNav and the various Information Managers
- Windows, DOS, and Macintosh computer users
- Anyone who is interested in CompuServe and the broad variety of resources available

How This Book Is Organized

This book assumes that you are using the CompuServe Information Manager for Windows (WinCIM) (as opposed to the older line-by-line menu-oriented interface), but other platforms and custom interfaces will be discussed.

Part I is designed to give the reader information on CompuServe basics:

- Membership options, getting started, getting connected, signing on, and getting help
- Locating information, including forums, conferences, libraries, searching strategies, and retrieving information

Part II features software that saves time:

- CompuServe Information Managers for Windows, DOS, and Macintosh, the CompuServe Navigator for Windows (CSNav), and other programs
- The CompuServe menu system

Part III is on using e-mail:

- E-mail basics, using e-mail with other services
- Using e-mail with the Internet
- Using caution and courtesy with e-mail

Part IV shows how to find useful information:

- Resources for business
- Using the classifieds
- A review of useful services

Part V contains some useful appendixes:

- CompuServe Command Summary
- Information on finding the CompuServe Index and Network connection information
- A glossary

What Is CompuServe?

CompuServe has in excess of 900 services. Following are just a few examples of these useful and unusual services:

- The Business Dateline can help you search for magazine articles on business topics. Once you have located some interesting articles (**go busdate**), the Dateline's companion, the Business Database Plus, enables you to find the full text of business articles (**go busdb**).
- Using Standard & Poor's On-line database enables you to look at individual company profiles and balance sheets—before your merger or stock purchase (**go company**).
- The Business Demographic Report service has files on such categories as manufacturing resources, construction, retail trade, and infrastructure (**go busdem**).

Tip

The Go commands, such as **go busdb**, are shortcuts to finding services. They are explained in later chapters. Use Appendix B for instruction on locating the Go shorthand for the service you want.

- The Supersite information database provides demographic information for marketers and others. It provides reports on income, education, and more for a particular geographical area (**go supersite** for full reports, **go neighborhood** for summary reports).
- A broad range of U. S. government information and reports is available, including Commerce Business Daily, census data, and the full text of U.S. Commerce Department publications. Patent and trademark information is also available (**go government**, **go infousa**, **go patents**, **go traderc**).
- The Business Wire provides up-to-date business news stories and articles (**go tbw**).
- Investment advice, stock quotes, and brokerage services are all available as well (**go money**).
- Travel information abounds. Easy Sabre is a system operated by American Airlines for flight, hotel, and car rental information (**go flights**, **go sabrecim**, for the Official Airline Guide, **go oog**, and to use WorldSpan, **go worldspan**).
- The Executive News Service enables you to create a personalized clipping service to keep track of news stories from many news services on topics or companies of interest (**go ens**).

Why Use CompuServe?

The strength of CompuServe is that information is available when you need it, 24 hours a day, 7 days a week—and it is available quickly.

Suppose that you are considering relocating your widget manufacturing plant to Austin, Texas. What kinds of information could you gather in a matter of minutes using CompuServe?

First, you can locate extensive demographic information using Supersite. You can find information on recorded and projected demographics, sales potential, and marketing and business demographics. You can get an Advertiser's Services Report for information on how many businesses of various types exist, how many employees they have, and how much business they do.

And you might get a Business-to-Business report for information on manufacturing, resource extractions, construction retail trade, and infrastructure information.

You might also check to see what kinds of government information is available from the U.S. government, ranging from publications to census data, and Commerce Department information (**go government**).

Using Dun's Market Identifiers, you can locate information on Austin companies, including information on public and private companies, sales figures, number of employees, net worth, date and state of incorporation, corporate family relationship, and executive's names. Dun's Electronic Business Directory will provide information on name, location, type of business, Dun's number, and industry information (**go duns**).

To find out about certain Austin businesses, you might want to use Biz*File. Biz*File provides electronic access to a database of over 10 million business listings and data on business name, address, phone number, and length of time in business (**go biz*file**).

But wait—CompuServe has more information for you!

Using Company Analyzer, you can access information on a specific company and obtain a company profile, price history, dividends history, issue description, income statements, balance sheets, cash flow reports, return per \$1,000, annual report, earning forecasts, officers, directors and their salaries, ownership, a price volume graph, and current news.

Also, you could use the Thomas Register to locate suppliers by company name, description, SIC code, product, trade name, city, state, ZIP code, or telephone area code (**go thomas**).

Next, you might connect with CompuServe's Executive News service (**go ens**) and request news clippings on Austin and widgets. You can also search the Business Dateline and Business Database Plus for information about Austin and widgets (**go busdate**).

You then could look for further information on Austin using the IQuest service, which can access numerous databases, including ABI/Inform, National Newspaper Index, and the American Business Directory (**go iquest**).

Using Information USA+, you can locate information from the Texas Comptroller of Public Accounts on their survey of business expectations, on state and local taxes, and on state spending. Also, you can get information on the Texas State Data Center, the Texas Natural Resources Information system, and the Texas State Library. Information USA+ also points you toward the Texas Department of Public Safety statistical services including crime reporting. And you can find a telephone number for Texas State Information (**go infousa**). In addition, you can locate a source for aerial photos of the Austin area.

Hard to believe but there is even more information that can be found on just this one subject: Austin, Texas.

A search of the Magazine Database Plus reveals 23 current articles about Austin—for example, articles on the 10 best cities for running a home-based business, Texas real estate, celebrities in Austin, Austin as a location for a golfing vacation, a review of Austin as one of the top 5 college towns, Silicon Gulch—Austin and its high tech industry, and Texas as one of the biggest markets in the nation (**go magdb**).

Find out about the weather in Austin and the hill country using the weather information, and download a weather map as well (**go weather**).

You might want to get information on widget patents and trademarks and perhaps information on competing companies through Standard and Poor's (**go s&P**). In addition, you can track how other widget manufacturers are doing on the stock market (**go quotes, go trend, go prices**).

Using Peterson's College Guide, you could discover information on the University of Texas, Austin Community College, and other educational institutions in or near Austin (**go peterson**).

You could search various forums for current discussions that might focus on widgets or Austin, locate the local network telephone numbers for CompuServe access (**go nodes**), and check to see whether Austin has any bed and breakfast inns (**go b&b**).

Using Homefinder, you can get community information packets, Places Rated Almanac evaluations, school system evaluations, job search services, cost-of-living comparisons, and real estate ads and consultation (**go homefinder**).

Whew! And on-line you can reserve your hotel, rental car, and flights to Austin for an on-site visit (**go travel**).

You've got to agree—CompuServe is a heavyweight in this "information society."

How To Use This Book

Using CompuServe is not designed to be read from the front cover to the back. Although this book is primarily oriented to WinCIM users in terms of examples, *Using CompuServe* provides the information needed by users of Windows, DOS, Macintosh, and virtually every other computer system that can use a modem. With so many different computer operating systems, you need to follow one of these four maps:

Tip

Put a book mark or paper clip here for quick reference to whichever of these four maps you will be using.

Windows/WinCIM Users

Windows users should read *Using CompuServe* in this order:

- Chapter 1, "Getting Started on CompuServe"
- Chapter 4, "Using CIM for Windows"
- Chapter 2, "Using Forums and Locating Information"
- Chapter 3, "Retrieving and Posting Information"
- Chapter 10, "Sending and Receiving E-Mail"
- Chapter 11, "E-Mailing with the Internet"
- Chapter 12, "Using Caution and Courtesy with Your E-Mail Communications"
- Chapter 13, "The Best Places for Business"
- Chapter 14, "Using the Classifieds"
- Chapter 15, "Other Extras"

At this point, you may want to go back and explore another program that can custom-automate and shorten your on-line time:

- Chapter 6, "Saving Search Time with the CompuServe Navigator"

DOS/DOS/SCIM Users

DOS/DOS/SCIM users should go from this introduction directly to:

- Chapter 4, "Using CIM for DOS"

After you have read about the CIM for DOS, then, come back to:

- Chapter 1, "Getting Started on CompuServe"
- Chapter 2, "Using Forums and Locating Information"
- Chapter 3, "Retrieving and Posting Information"
- Chapter 10, "Sending and Receiving E-Mail"
- Chapter 11, "E-Mailing with the Internet"
- Chapter 12, "Using Caution and Courtesy with Your E-Mail Communications"
- Chapter 13, "The Best Places for Business"
- Chapter 14, "Using the Classifieds"
- Chapter 15, "Other Extras"

Macintosh/MacCIM Users

Macintosh readers should go from this introduction directly to the chapter on using the CIM for the Macintosh:

- Chapter 7, "Using Macintosh CIM"

Next, Macintosh readers should come back to:

- Chapter 1, "Getting Started on CompuServe"
- Chapter 2, "Using Forums and Locating Information"
- Chapter 3, "Retrieving and Posting Information"
- Chapter 10, "Sending and Receiving E-Mail"
- Chapter 11, "E-Mailing with the Internet"
- Chapter 12, "Using Caution and Courtesy with Your E-Mail Communications"
- Chapter 13, "The Best Places for Business"

- Chapter 14, “Using the Classifieds”
- Chapter 15, “Other Extras”

Note

Tips are designed to be quick hints or shortcuts. **Notes** are designed to give you a little extra information, and **Cautions** will alert you to some difficult points.

Enjoy your on-line travels!

Conventions Used in This Book

For most operations, you can either use the mouse or the keyboard. In some cases, you may need to use key combinations. In this book, a key combination is joined by a comma or a plus sign (+). *Alt+letter*, for example, means “Hold down the Alt key, press the letter key, and then release both keys.”

When you use the mouse, you can perform the following actions:

Action	Technique
Click	Place the mouse pointer on the item you want to select, and click the left mouse button.
Double-click	Place the mouse pointer on the item you want to select, and click the left mouse button twice in rapid succession.
Drag	Place the mouse pointer on the item you want to select, and hold down the left mouse button as you move the mouse.

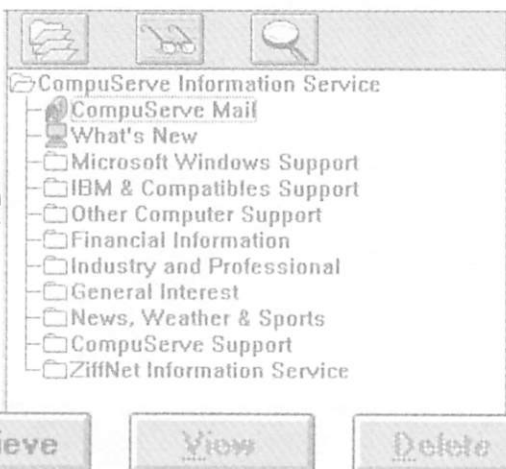
This book uses the special typefaces:

Typeface	Meaning
<i>Italic type</i>	This font is used for terms that are being defined.
Boldface type	This font is used for things you type. It also indicates the underlined letter in menu and dialog box choices, which you can use to access commands from the keyboard.
Monospace font	This font is used to represent system messages, screen messages, and on-screen results.



Part I

CompuServe Basics



- 1 Getting Started on CompuServe
- 2 Using Forums and Locating Information
- 3 Retrieving and Posting Information
- 4 Using CIM for Windows

n Manager will be in
DOSCIM, which will b
diagram). The new
se common data conta

Level: 1

I.D.

Password

00:00:55

C:\CSERVE\

DOS CIM
SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executable
Script files, mode
Filing Cabinet, In
Support files (*.D
Default download s
Default GIF downlo

a directory other than C\$ERVE, edit
include the complete directory pat
CompuServe Information Manager

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1	2	2400	NB1	F	D	
3	NAME: CompuServe Phone Numbers	2400	NB1	F	D	
4	NUMBER: 1 888 346-3247	2400	NB1	F	D	
5	BAUD: 2400	2400	NB1	F	D	
6	PARITY: EVEN	2400	NB1	F	D	
7	DATA BITS: 7	2400	NB1	F	D	
8	STOP BITS: 1	2400	NB1	F	D	
9	DUPLEX: FULL	2400	NB1	F	D	
10	PORT: COM2	2400	NB1	F	D	
SCRIPT:						
PgUp	PROTOCOL: XMODEM					
PgDn	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
T/1	META FILE:					
Esc	RBD FILE:					
Choi	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Notes

Alt-Z FOR HELP| VT100 | FDX | 2400 NB1 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

Run Settings Special Window Help



CompuServe Information Service

- CompuServe Mail
- What's New
- Microsoft Windows Support
- IBM & Compatibles Support
- Other Computer Support
- Financial Information
- Industry and Professional
- General Interest
- News, Weather & Sports
- CompuServe Support
- ZiffNet Information Service

Next Mark Retrieve View Delete

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will be the directory CSERVE (see diagram). The new menu below will allow you to use common data controls.

Connect to CIS

Disconnect

Level: 1

I.D.

Password

00:00:55

C:\CSERVE\

DOSCIM
SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executables
Script files, mod
Filing Cabinet, l
Support files (*
Default download
Default GIF downl

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	N81	F	D	
2	Revise Entry 1	2400	N81	F	D	
3	NAME: CompuServe Phone Numbers	2400	N81	F	D	
4	NUMBER: 1 800 346-3247	2400	N81	F	D	
5	BAUD: 2400	2400	N81	F	D	
6	PARITY: EVEN	2400	N81	F	D	
7	DATA BITS: 7	2400	N81	F	D	
8	STOP BITS: 1	2400	N81	F	D	
9	DUPLEX: FULL	2400	N81	F	D	
10	PORT: COM2	2400	N81	F	D	
SCRIPT:						
FgUp	PROTOCOL: XMODEM					ctory des
FgDn	TERMINAL: VT100					tr
Home	MODE: MODEM					play
End	PASSWORD:					tory
T/1	META FILE:					
Esc	KBD FILE:					
Chat	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Notes

Alt-2 FOR HELP | VT100 | FDX | 2400 N81 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

Edit Run Settings Special Window Help



Chapter 1

Getting Started on CompuServe

The combination of CompuServe's increased services and the availability of communications software custom designed for use online with CompuServe now often makes communications and information searching a task taking several minutes instead of several hours. The CIM programs (WinCIM, MacCIM, and DOSCIM) are easy to learn and intuitive, but with the information in the following chapters, you should become a true "power user."

Membership Plans and Fees

CompuServe can either be amazingly inexpensive or quite costly. By being aware of the fees, you can find out when it is important to use the fast access features of programs like WinCIM, and when it is OK to relax and browse around the system. When you realize that an entire session sending your mail and receiving several messages can take under two minutes online using WinCIM, CSNav, or MacCIM, you can see that the hourly rates for some services don't need to be a problem.

CompuServe Membership Plans

CompuServe has two basic pricing plans for services, Standard and Alternative, along with an Executive Services Option.

The Standard service monthly rate of \$8.95 provides access to more than 50 product areas. The Alternative plan is a pay-as-you-go pricing plan. Users with this plan pay a \$2.50 maintenance charge, and then pay connect charges at all times.

In this chapter, you learn:

- What CompuServe membership plans offer
- How to get and install WinCIM
- How to get on-line with CompuServe
- How to operate the WinCIM software
- Where to find help

Members who select CompuServe's Executive Service Option have access to certain additional databases and can receive merchandise offers and discounts, as well as other online and off-line services, including the following:

- Access to exclusive databases, including Company Analyzer, Disclosure II, Executive News Service, SuperSite, Institutional Broker's Estimate System, Securities Screening, Return Analysis, and Company Screening.
- Volume discounts on information retrieval from selected transaction price financial databases.
- An increase in the amount of on-line storage available along with an opportunity to purchase additional storage space at a reduced weekly rate.

Members who choose the Executive Service Option are subject to a \$10 monthly minimum usage charge. The monthly \$8.95 CompuServe basic membership (Standard pricing plan) is applied to this minimum.

Note

All products associated with the Executive Service Option are considered wide mode products. This means that they display best on screens that allow widths of 80 columns.

E-Mail Pricing

The Standard CompuServe membership includes a \$9 allowance for e-mail. This basic allotment covers the equivalent of 60 three-page messages a month.

Note

To help you estimate, each 2,500 characters is about one double-spaced page.

The monthly allowance applies to both ASCII and binary messages. At the end of each month, any unused allotment expires—you are not allowed to "bank" it for another month.

The following is included in your monthly e-mail allotment:

Send Mail (per message):

First 7,500 characters	\$0.15
Additional 2,500 characters	\$0.05

Receipt Requested:

Per recipient	\$0.15
---------------	--------

Read/Download Internet Messages:

First 7,500 characters	\$0.15
Additional 2,500 characters	\$0.05

Caution

Remember that the per message costs are multiplied by the number of people receiving the message—the CC: and the BCC: file count, too.

There are some message types that are not included in your allotment: Congressgrams, fax, telex, and postal are not included in the \$9 monthly allowance.

The costs associated with these services are as follows:

Congressgrams:	\$1
CandidateGrams:	\$1.50
SantaGrams:	\$2
CupidGrams:	\$2
Postal letter:	
U.S. destination:	
First page	\$1.50
Additional page	\$0.20
Outside U.S.:	
First page	\$2.50
Additional page	\$0.20

TELEX and TWX messages:

U.S. destination:

Per 300 characters sent	\$ 1.15
-------------------------	---------

Outside U.S.:

Cost varies by country	
------------------------	--

FAX messages:

First 1,000 characters	\$0.75
------------------------	--------

Additional 1,000 characters	\$0.25
-----------------------------	--------

Fax messages to Europe:

First 1,000 characters	\$0.90
------------------------	--------

Additional 1,000 characters	\$0.90
-----------------------------	--------

Connection Charges

For users on the Standard pricing plan, hourly connect-time charges apply for all usage of extended services. For members on the Alternative pricing plan, hourly connect time charges are in effect at all times except in the free services. Prices for connect time are shown in table 1.1

Table 1.1 Connection Charges

Baud	Standard Pricing Plan Rate Per Hour	Alternative Pricing Plan Rate Per Hour
300	\$4.80	\$ 6.30
1,200 and 2,400	\$4.80	\$12.80
9,600 and 14,400	\$9.60	\$22.80

Connect time is billed in one minute increments, and any units smaller than a minute are charged for a full minute, with a minimum of one minute per session. Remember that connect-time rates do not include your long distance charges. Premium surcharges are billed in addition to hourly connect-time charges.

Extended Services Charges

CompuServe's extended services are billed at \$4.80 per hour for access at 300, 1,200 and 2,400 bps, and \$9.60 per hour for access at 9,600 and 14,400 bps.

On-line Disk Storage Charges

The first 128,000 characters that you keep in storage incur no additional charge. Remember that files are automatically deleted after 30 days from the date of your last access.

If you are an Executive Services Option member, the first 192,000 characters incur no additional charges, and files are automatically deleted six months from the date of your last access. For additional storage, the rate is \$4 a week per 64,000 characters.

Standard Services Overview

The Standard pricing plan offers unlimited connect time to many popular CompuServe services. Services that will incur additional costs are marked in WinCIM with + for extended services and \$ for premium services.

The Standard pricing plan includes unlimited connect time to the following services:

News, Sports, and Weather

Associated Press On-line

Hourly News Summaries

Sports, Entertainment, Business

News, This Day In History

Accu-Weather Maps/Reports

Deutsche Presse-Agentur Kurznachrichtendienst

National Weather Service

UK News Clips

UK Sports Clips

UK Weather

U.S. News & World Report Magazine

Syndicated Columns

Reference Library

American Heritage Dictionary

Consumer Reports

Consumer Reports Complete Drug Reference

Tip

To get complete information about CompuServe's Standard and Alternative pricing plans and to check your current billing option or to change from one billing option to the other, from within WinCIM select the GO icon and select Choice or Rates.

Grolier's Academic American Encyclopedia

Handicapped Users' Database

HealthNet

Peterson's College Database

Rehabilitation Database

Shopping

The Electronic Mall

Shopper's Advantage

Money Talks

Basic Current Stock Quotes

FundWatch On-line By Money Magazine

Issue/Symbol Reference

Loan Analyzer

Games & Entertainment

Black Dragon

CastleQuest Classic Adventure

Enhanced Adventure

Hangman

Hollywood by Marilyn Beck/Stacy Smith

Hollywood Hotline

Roger Ebert's Movie Reviews

Science Trivia Quiz

ShowBizQuiz

Soap Opera Summaries

The Grolier Whiz Quiz

Communication Exchange

Ask Customer Service

Classified Ads (placement cost extra)

CompuServe Mail

Directory of Members

DOSCIM Support Forum

Help Forum

MACCIM Support Forum
Navigator Support Forum
Practice Forum
WinCIM Support Forum
Travel and Leisure
AA Travel Services
Bed & Breakfast Database
Department of State Advisories
Lanier Golf Database
Travel Britain On-line
Travelshopper and EASY SABRE, SABRECIM
Visa Advisors
Zagat Restaurant Survey

Services outside of the basic services are clearly marked with + or \$. Services marked with + are charged at the extended services rate depending on modem speed. Services marked with a \$ are called "premium" and charged at an additional rate.

Using WinCIM, access to Services is found in the Services windows, with icons for Basic Services, Computers, Forums, Communications, News, Investments, Reference, Travel, Shopping, Games, Lifestyles, Professional, and Membership.

Getting Connected with WinCIM

WinCIM (another name for CompuServe Information Manager for Windows) is very sophisticated communications software custom designed for working with the CompuServe Information Service. WinCIM operates as a Windows application with the customary Windows appearance and operating methods.

System Requirements and Purchasing

To use WinCIM, version 1.2, the following minimums for hardware must be met:

- An IBM (or IBM compatible or clone)

- A 80286 processor (sometimes called AT or 286) or 386, 486, or Pentium.
- Minimum 1M of RAM (memory); 2M or more is recommended.
- A hard drive with at least 4M of free space. Part of this is for the program and part is for work space for the program to use when running.
- A mouse, trackball, or other pointing device that works with Windows.
- EGA, VGA, or Super VGA (SVGA) monitor and monitor driver board that works with Windows.
- Either a 3 1/2-inch drive capable of reading a minimum of a 720K disk or a 5 1/4-inch drive capable of reading a 1.2M disk.

Note

The WinCIM software package comes with 3 1/2-inch disks and a card that you can use to order (by mail or 800 number) the software on a 5 1/4-inch disk for no extra charge.

Tip

You should get the fastest modem you can afford. What a 9,600 baud modem can do in 1 minute takes a 300 baud modem 32 minutes! That's quite a difference in telecommunications or long distance charges.

- Any speed modem from 300 baud to 14,400 baud that is Hayes-compatible.

To use WinCIM, version 1.2, you need the following minimum software:

- Microsoft Windows version 3.1.
- A DOS suitable for running Windows 3.1 such as MS-DOS, PC DOS, or DR DOS.

Note

If you have the WinCIM version 1.0, it will run under Windows 3.0.

Installing and Configuring WinCIM

Installing WinCIM involves several easy steps that copy the WinCIM program information from the program disks to your hard drive. The installation program also creates subdirectories and decompresses its files automatically to get WinCIM ready to run. To install WinCIM, follow these steps:

1. WinCIM not only runs in Windows but is installed using Windows, so the first step is to turn on your computer and get to a Windows screen. Your computer may be configured to automatically start in Windows. If, instead, you see the DOS prompt (it looks something like C: >), you may need to type **WIN** and press Enter to run Windows.
2. If the screen you are looking at in Windows is not labeled Program Manager at the top and center of the screen, look for the Program Manager icon (a little box with the words "Program Manager"). If you find the box, double-click on it. If you can't find the Program Manager icon, move the mouse pointer to the upper left of the screen and click on the small box with a minus sign in it. Now click on the words "Switch to." The dialog box that appears should have Program Manager listed. Double-click on the words "Program Manager."

By one of these means, you should see the Program Manager window.

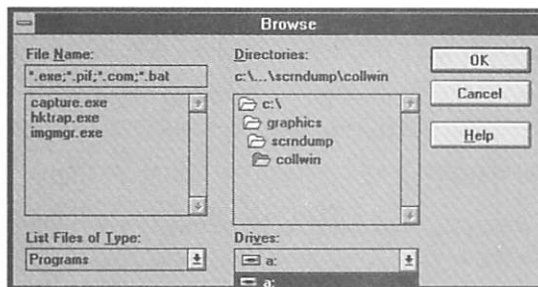
Note

It is common now to hear about "clicking" and "double-clicking." To click means to use the mouse to move the mouse pointer directly over some object or word on-screen. Then you press the left mouse button one time. Double-clicking is the same procedure but you press the left mouse button two times quickly. If you find it difficult to find the right speed for double-clicking, check your Windows 3.1 documentation to learn how to use the Control Panel to change the speed that is considered a double-click.

3. From the **F**ile menu, choose **R**un. The Run dialog box appears.
4. Choose **B**rowse, and a list of files in the current subdirectory appears.
5. Insert into the appropriate size drive either the WinCIM 5 1/4-inch floppy disk or disk "1 of 2" from the two-disk 3 1/2-inch set.
6. Click on the down arrow in the box below the word Drives:. You see a screen similar to that shown in figure 1.1. The background items may look different depending on how your Program Manager has been configured.

Fig. 1.1

The Browse dialog box showing the Drives selection list.

**Tip**

At any time in the installation process you can click on the door icon in the lower right corner of the screen to leave the installation program smoothly, without any damage.

7. Select the letter of the floppy drive into which you put the WinCIM installation disks.

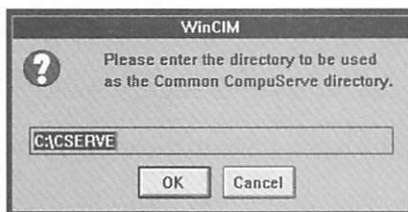
Note

If you have one floppy drive it is drive A. If you have two floppy drives the top drive is usually drive A and the lower one is drive B. Whether a drive is a 3 1/2-inch or a 5 1/4-inch size has nothing to do with whether it is drive A or B.

8. The File Name list shows the file SETUP.EXE. Choose OK. The Run box appears.
9. Choose OK again. Several screens flash by and the screen shown in figure 1.2 appears. The installation has begun.

Fig. 1.2

The first WinCIM installation program screen, which allows for changing the location and hard drive on which you will store WinCIM.

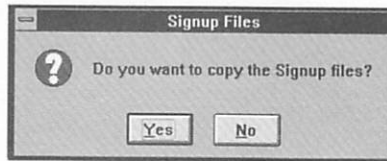


10. If you want to arrange your hard drive(s) in a particular manner, you can type in the drive letter, path, and subdirectory where you would like WinCIM installed (for example, D:\COMM\CSERVE), and then choose OK. It is not, however, important at this point to fully understand paths, subdirectories, and so forth. The subdirectory shown will work well, so you can just choose OK and accept the default.
11. The next window asks whether you want WinCIM sound support. Unless you have installed a sound/audio card, you should select No.

Note

The sound card enables WinCIM to make a variety of different sounds to alert you to various changes and events while the program is running. If you don't have a sound card (and therefore selected No), you will still occasionally hear WinCIM signal you through your computer's own built-in speaker, but the only sound it knows is "beep."

12. A new screen is displayed that asks whether you want the sign-up files copied (see fig. 1.3). If you are a current member of CompuServe (that is you have logged on before, have a currently active account, and have received a new password by postal mail from CompuServe), then choose No. If you are not a member and would like WinCIM to sign you up, choose Yes.

**Fig. 1.3**

The last screen shown before the transfer of data from the floppy disk to the hard disk starts.

Note

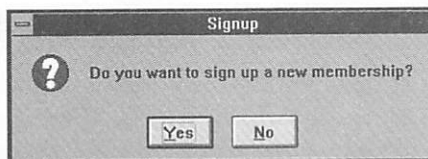
Choosing Yes does not automatically sign you up. You are given a chance later to tell the installation program whether to go on with the sign-up process.

13. A new screen with a bar graph showing percent completion is displayed. If you are using the two-disk 3 1/2-inch set, you are prompted part way through the process to insert disk 2.

Both the hard and floppy drives continue to run a few minutes, and then a dialog box is displayed that says *Installation Complete*. Now the WinCIM program is on your hard drive and ready to be used.
14. Press Enter. You see a dialog box asking whether you want to sign up for a new membership (see fig. 1.4). If you want to do this later, select No. Then, later, you can select the Signup icon in the CompuServe Program Group window (on Program Manager screen). You can then proceed with the sign-up.

Fig. 1.4

The WinCIM screen that enables you to decide whether to sign up now or put it off until later.



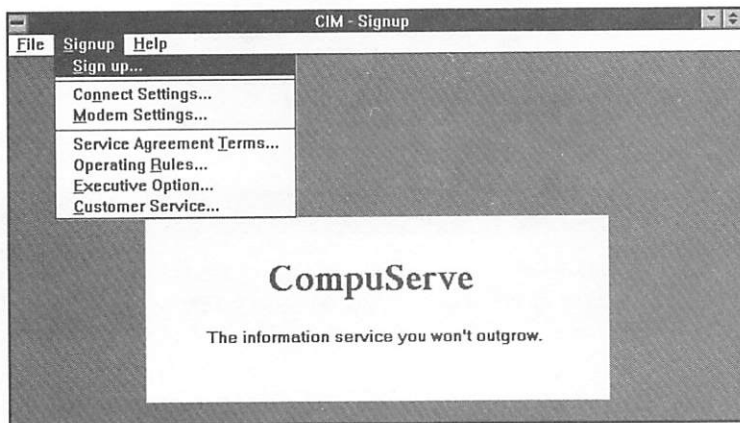
Signing Up

The WinCIM signup procedures have many steps, but none of them are particularly difficult. Just follow the steps below, and this one-time task will be done.

1. If you want to sign up now, choose Yes (as shown in fig. 1.4). The CIM Signup main window appears with a smaller dialog box in it.
2. Read the dialog box message and choose Proceed. The CIM Signup main window is displayed (see fig. 1.5).

Fig. 1.5

The CIM Signup main window with the Signup pull-down menu displayed.



Tip

The Signup menu provides off-line access to several information and agreement files and a chance to change modem and dialing configurations, and enables you to start the sign-up process.

3. Select and read the **S**ervice **A**greement **T**erms, **O**perating **R**ules, **E**xecutive **O**ption, and **C**ustomer **S**ervice files. If you have a printer connected, you can print out the files by choosing the Print box shown with the files.
4. From the **S**ignup menu, choose **S**ign **U**p, and the Signup Billing/Country dialog box is displayed (see fig. 1.6).

Note

If there seems to be any trouble in dialing and connecting with CompuServe during the sign-up process, read the "Changing the Hardware Settings" section of this chapter.

Signup - Billing / Country

Agreement Number:

Serial Number:

Country

- UNITED STATES
- CANADA
- UNITED KINGDOM
- GERMANY
- Europe Other
- JAPAN
- Other

Payment Method

- ☒ VISA
- ☐ MasterCard/Eurocard/Access
- ☐ American Express/Optima
- ☐ Direct Debit
- ☐ Corporate Billing

Account Usage

- ☒ Personal
- ☐ Business

Fig. 1.6

The Signup Billing/
Country dialog
box.

5. Either press Tab to move the cursor to the **A**greement Number box or click once on the box. Type in the agreement number as it appears on the Quick Setup Instructions card that came with the WinCIM software package.
6. Press Tab to move to the **S**erial Number box. Enter the serial number as it appears on the Quick Setup Instruction card.
7. Tab to the **C**ountry, or click the Country of your billing address. If you click on Other, you are able to enter your country name in the box below the country list box.
8. Choose the **P**ayment Method.

CompuServe accepts these credit cards: VISA, MasterCard/Eurocard/Access, and American Express/Optima.

The Direct Debit method enables you to have the CompuServe charges taken directly from your checking account. If you have one of your checks with you, you have all the information and numbers CompuServe needs.

The Corporate Billing method enables you to pay using normal invoice type billing. This method requires business references and a wait for approval.

9. In the Account Usage box, choose either Personal or Business to indicate who is paying for the account.
10. Choose Proceed. The CIM Signup dialog box is displayed (see fig. 1.7).

Fig. 1.7

The CIM Signup dialog box calls for your name, address, phone numbers, and your credit card information if you selected a credit card as your method of payment.

CIM - Signup

First Name: _____ H.I.: _____ *Company Name: _____
 Last Name: _____
 Address: _____ Evening Phone No: _____
 City: _____ *Daytime Phone No: _____
 State: _____ Zip: _____ *S.S. Number: _____

BILLING INFORMATION

Credit Card Number: _____
 Expiration Date (9/99): 0/0

Membership Options

- ☒ CompuServe Magazine
- ☒ Member Directory
- ☒ Promotional Mail
- ☒ External Mailings

Proceed Cancel

* = Optional

11. Fill in the text fields (the blanks) of this form. Move from field to field by pressing Tab or using the mouse.

Note

You need to provide only one telephone number, and you don't have to give your Social Security number.

12. Next, you select the Membership Options. Click on the appropriate box to make the X appear (meaning yes) or make the box blank (meaning no). The options are as follows:
 - *CompuServe Magazine*. Monthly magazine about CompuServe services. There is no extra charge for it.
 - *Member Directory*. Check this option to be listed in the CompuServe members directory. This way, other users can get your e-mail

address by using the directory search service (see Chapter 10, "Sending and Receiving E-Mail," for information on how to do your own member directory searches).

- *Promotional Mail.* Check this box if you want to get advertisements directly from CompuServe.
- *External Mailings.* Check here if it is OK for other companies to mail promotional materials to the name and address you entered in this dialog box.

When you are satisfied that this form is correct, choose Proceed. The Signup Executive Option dialog box is displayed.

13. If you read the Executive Option file at the beginning of the sign-up procedure, you may have made a decision on the Executive option. If not, choose Details in this dialog box for another chance to read about it. When you have finished reading, choose Yes or No.
14. The COMPUSERVE INFORMATION SERVICE Agreement Terms dialog box appears. If you read this agreement at the beginning of the sign-up, choose Proceed. If you want to read the agreement now, click anywhere in the large central box where the Agreement Terms text is. Use PgDn to move down through the document. When you are finished, you can do the same with the Rules document by selecting the Rules box. Choose Proceed.
15. A dialog box is displayed asking whether your phone company accepts touch-tone or pulse dialing. Select either the touch tone or pulse box, and then choose Proceed.

Note

Many telephone systems accept both pulse (the kind primarily used by older rotary dial phones) and touch tone (DTMF).

16. The Signup Communication Port dialog box is displayed. Select the Option button next to the COM port that your modem is connected to. The signup program also provides a choice called Auto-Detect, which can figure out the correct port on its own (a message in the dialog box indicates that the Auto-Detect feature does not always work).

Note

If you are unsure which COM port your modem is connected to, see the section titled “Changing the Hardware Settings” later in this chapter.

Tip

At any time during the sign-up procedure that you want help, press the F1 key for help with the dialog box you are viewing.

17. Choose OK. A dialog box appears showing two action buttons: Sign up and Cancel.

Note

Until this point all the sign-up activities have taken place only inside your computer. When you select Sign up on this screen, your modem will, for a short time, connect with CompuServe.

18. Choose Sign up. Several dialog boxes appear with messages such as Connecting, Initializing, and Dialing (don't worry, this is a toll-free 800 number). You will hear a dial tone from your modem's speaker, and then the sounds of dialing, ringing, and a raucous sound of another computer's modem. Finally, after a second modem tone starts, the modem will become quiet (but it is still connected). The hard drive will also be running and an information box lets you know that information is being transferred between your computer and CompuServe. The process finishes when you see the Disconnecting dialog box and the Welcome to COMPUSERVE INFORMATION SERVICE dialog box.
19. Read or print out the current pricing information from CompuServe. Choose Proceed. The sign-up program again connects with CompuServe. You hear the modem sounds and see the hard drive light flickering. An information box shows that transfers of information are going both directions between your computer and CompuServe. Then, you are disconnected from CompuServe and you see the Account Information dialog box (see fig. 1.8).
20. Write down your user ID and password very carefully before choosing Proceed. To make sure that you understood and wrote down your user ID and password correctly, a dialog box appears requesting that you type this information into the appropriate box.

User ID.	Local Access Phone No.	Network
Password:	Primary: 512-444-0566	CompuServe
Usage Credit:	Secondary: 210-736-8600	CompuServe

Write down your User ID and Password.

Proceed

- Keep your password in a secure and private place. NEVER give your password to anyone. It is the key to your account.
- Your User ID number, password, and the local access phone number have been placed in your Session Settings. The best phone number for your area was selected. (If this number is not a local call, you may need to modify the Phone Number by changing the connect settings in your communications software.)

Fig. 1.8

The Signup Account Information dialog box displays your personal account information including user ID, password, usage credit, and the phone numbers WinCIM will use to connect to CompuServe.

Note

See Chapter 12, "Using Caution and Courtesy with Your E-Mail Communications," for suggestions on how to keep your password secret, and the dangers of not doing so.

21. Enter your personal user ID and password and choose Finished. A dialog box is displayed that says ID and Password Verified by Member. (If you're unsure about these numbers, the signup program gives you one last chance to write them down if you choose View ID & Password Again.)
22. Choose OK. Next, you see the message You have completed the signup/registration process. The top of a file that describes getting alternate access phone numbers and worldwide voice help is displayed. You can print out this file or read it as explained before.
23. Choose Done and you are returned to the Windows Program Manager screen that you started from.

If all went well in the sign-up process, you need only to skim the next section of this chapter "Changing the Hardware Settings."

Changing the Hardware Settings

WinCIM does an excellent job of configuring itself to work with your hardware, but this is an area that is more likely than any other to create problems, especially as it relates to modems.

Modems are electronic circuits that translate the on and off signals the computer produces into sounds that the phone line is able to transfer just as it does voice. The modem also does the reverse of this task by converting the sounds from the phone line back into on and off signals. The speed at which the modem can do this is commonly referred to as the *baud rate*. CompuServe can accept baud rates from 300 to 9,600.

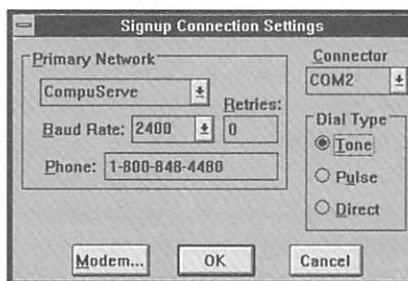
Modems also vary in whether they are internal or external. The internal variety (which is often less expensive) is installed inside the computer on one of several strips of connectors (often called slots). With these, you connect your phone wires into sockets on the back of the computer. External modems come in a box of their own, usually with a separate power supply that plugs into the wall outlet. It usually has a row of LED's (lights) on the front that show what it is currently doing. The phone line is connected to the back of the external modem and a cable with either 9- or 25-pin connectors runs between the computer and the external modem. If your cables and connectors don't match each other you can purchase 9-pin to 25-pin converters (or 25 to 9), for just a few dollars.

If you had difficulty establishing a connection to CompuServe during the sign-up process, you may need to change some of the settings in the Signup program from those that were automatically determined.

From the Signup main screen, select Signup from the menu bar. Select Connection Settings. The Signup Connection Settings dialog box is displayed (see fig. 1.9).

Fig. 1.9

The Signup Connection Settings dialog box, which enables modification of some of the dialing configuration.



In this dialog box there are several places to look for problems. First, the baud rate shown may not be one that your modem supports. Check the manual that came with your modem to see its maximum speed. Click on the down arrow to the right of the Baud Rate box to see a menu of speeds. Select the speed that matches your modem's top speed.

Second, the Connector box may be set to the wrong COM port number. Modems, whether internal or external, communicate with the computer through ports. If the modem is external, it is often easy to find the port number; just look on the back of the computer to see which port the cable going to your modem is connected to (COM 1, COM 2, COM 3, and COM 4). If the modem is internal, check your modem's documentation for the default COM port setting (although that may have been changed at the time of installation).

Note

If you still cannot determine the correct COM port, select the Terminal icon on the Windows Program Manager menu. A terminal screen appears in which you can type AT and press Enter. If you have the correct port set, you see an OK response from the modem. If you get no response, select Settings from the menu bar and change the COM port number. One of the settings, from COM 1 through COM 4, should work.

Tip

If the phone lines to your home or business are noisy, or in some way substandard, you may need to select one of the lower modem speeds to avoid garbled communications and broken connections.

Finally, from the Signup Connection Settings dialog box or from the Settings menu, you can open the Modem Control Settings dialog box to modify your modem settings (see fig. 1.10).

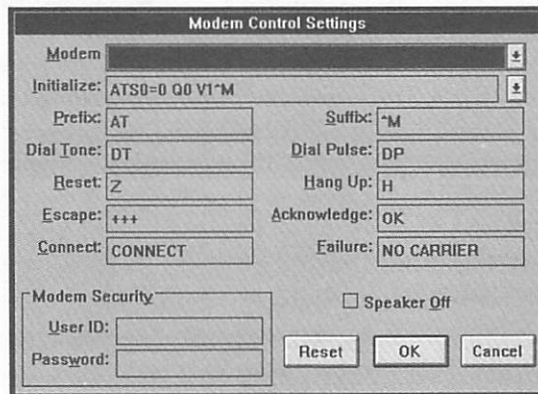


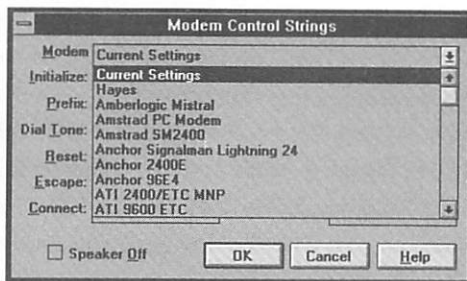
Fig. 1.10

The Modem Control Settings dialog box enables you to modify individually the commands that WinCIM sends to your modem.

Details of the particular commands that WinCIM should send to your modem depends on the modem's manufacturer and should be found in your documentation. The Signup program, however, has a list of modems for which it can configure. Click on the down arrow to the right of the Modem box. The modem selection list is displayed (see fig. 1.11).

Fig. 1.11

The modem selection list enables many makes of modem to be automatically configured to work with WinCIM.

**Tip**

Internal modems are always turned on (there is no power switch) but external modems must have their power supplies plugged into the wall and the back of the modem and the switch must be turned on.

Use PgUp and PgDn to move up and down in the list. If you find your make and model of modem, click on it to select it. The Setup program fills in the blanks of the Modem Control Settings dialog box with the proper commands. If you don't find your modem, move to the top of the list and click on Hayes, because most modems are Hayes compatible.

Troubleshooting

The first time I tried to use WinCIM to connect to CompuServe, a dialog box appeared saying Could not initialize port — What is going on?

This report means that WinCIM sent some initial commands to the Connector (COM port) where the modem was supposed to be, but it did not receive any signals back from the modem. If you are using an external modem, check that it is turned on, that the data cable is connected between the modem and the computer, and that the data cable is plugged into the connector with the same number shown in the Setup Sessions Setting dialog box. If your modem is inside the computer, it is always on and connected, but it may be configured for a different Connector number. If your modem documentation doesn't tell you the connector to use, try each of the connector numbers listed in the Setup Session Settings dialog box (usually 2, 3, and 4).

I bought this computer as a package deal and I don't know if it has an internal modem.

Look on the back of the computer for a socket shaped just like the ones that are used with home telephones. If there is at least one socket, you have a modem.

When I connect to CompuServe, the sounds of dialing, ringing, and computer tones are much too loud. Can anything be done about this?

Yes, click on the Special menu and then select Session Settings. Now click on the "Modem" action button to see a dialog box that allows you to change the commands that are sent to your modem. Select Speaker Off and click on OK to close the dialog boxes. The next time you dial things should be a lot quieter.

WinCIM Features—A Tour

Now that you have installed WinCIM, let's take a quick look at what WinCIM does. Figure 1.12 shows the WinCIM window and menu bar.

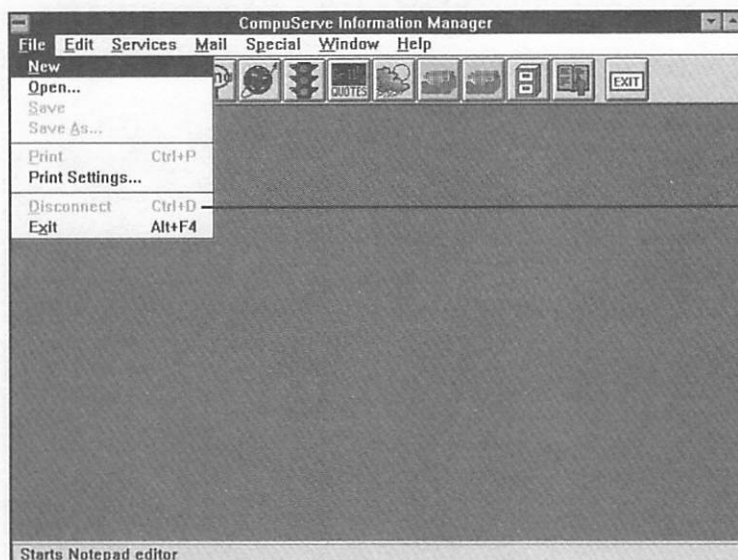


Fig. 1.12

The Disconnect option in the File menu allows you to disconnect from CompuServe but remain in the WinCIM program.

The WinCIM Menu

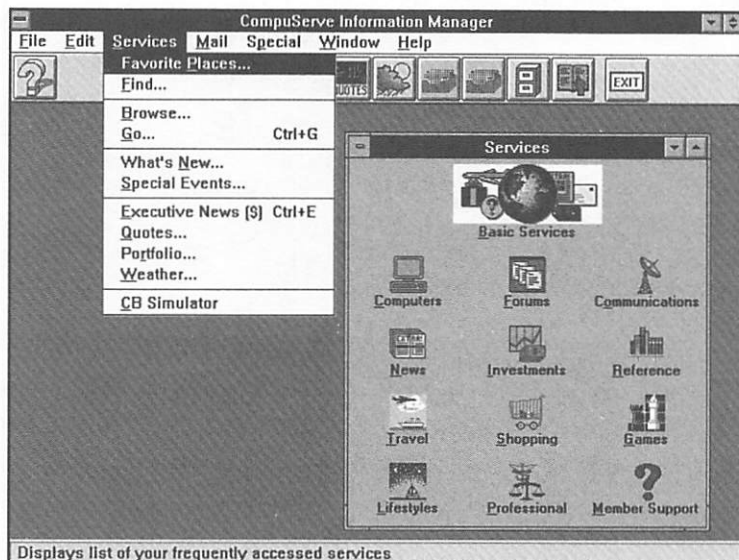
The CompuServe menu bar has the following options:

- **File** — contains all the standard windows options for opening, printing, and saving files (see fig. 1.12). It also contains the option Disconnect which is active only when you are on-line. It disconnects you from CompuServe, but does not leave the WinCIM program.
- **Edit** — has the standard options for cutting and pasting text. Refer to your Windows documentation if you are unsure how to work with these options.

- **Services** — provides access to CompuServe services. The Services menu and the Services dialog box are shown in figure 1.13. If the Services window is not open when you connect to CompuServe, choose **Browse** from the Services menu. You can connect to CompuServe by choosing any of the icons in the Services window.

Fig. 1.13

The WinCIM Services pull down menu should not be confused with the Services window which is opened by selecting **Browse** from the pull-down menu. Both the Services pull-down menu and the Services window are shown here.



- **Mail** — With these options (see fig. 1.14) you can automatically retrieve and send all mail in one step. In addition, writing messages and reading messages can be done off-line to save on communications charges.

Fig. 1.14

The WinCim Mail pull-down menu includes commands for sending and receiving mail.



Note

The Mail menu is covered extensively in Chapter 10, "Sending and Receiving E-Mail."

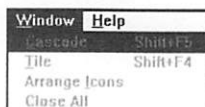
Also, some powerful new information search and retrieval tools that make use of CompuServe e-mail are discussed in Chapter 11, "E-Mailing with the Internet."

- **Special** — From this menu (see fig. 1.15) you can configure WinCIM, maintain files, and in addition, switch from graphics mode to terminal emulation mode.

**Fig. 1.15**

The WinCIM Special menu—an assortment of features.

- **Window** — This menu provides options to cascade, tile, arrange, or close windows (see fig. 1.16). These features are useful because many windows can be open at once (some of which you opened and others which CompuServe may open when you are on-line). The screen sometimes gets disorganized, hard to read, or worse, some windows may get totally covered up!

**Fig. 1.16**













The Window pull-down menu helps in positioning windows and icons within the main program window.




- **Help**—For information about the Help menu see the section below on “Getting Help When You Need It.”

The Ribbon

The icons provide a quick and easy way to perform tasks that can be done in other ways, such as using the menus or shortcut keys. The ribbon is customizable according to your preferences, but the original set of icons, from left to right on the screen, are listed in table 1.2.

Table 1.2 The WinCIM Icons

Icon	Name	Description	Function
	Help	Question mark	Same as F1
	Connection	Connection indicator is lit only when you are on-line	
	Favorite Places	Heart	Same as Favorite Places in the Services menu
	Find	Magnifying glass	Same as Find in the Services menu
	Browse	World globe	Same as Browse in the Services menu
	Go	Stop light	Same as Go in the Services menu
	Quotes		Same as Quote in the Services menu
	Weather	Clouds and sun	Same as Weather in the Services menu
	In Basket		Same as In Basket in the Mail menu
	Out Basket		Same as Out Basket in the Mail menu
	Filing Cabinet		Same as Filing Cabinet in the Mail menu
	Address Book	Open book	Same as Address Book in the Mail menu

Icon	Name	Description	Function
	Exit sign		Same as Exit in the File Menu
	Disconnect	Small plugs	Disconnects while you are on-line
	Mailbox		Present only when you have mail waiting

To customize the ribbon with your own collection of icons, from the Special menu select Preferences, and then select Ribbon for the Ribbon customization dialog box.

Using Keyboard Shortcuts

Key combinations provide a quicker method for performing some tasks. Table 1.3 lists some helpful combinations.

Tip

Reminders of which key combinations perform which action are listed next to many items in the menus.

Table 1.3 Useful Key Combinations

Keys	Function
Ctrl+G	When you press this key combination and type the name of a CompuServe service or forum, WinCIM connects you directly to it.
Ctrl+L	Exits a particular CompuServe service, but you remain connected to CompuServe.
Ctrl+D	Disconnects you from CompuServe but keeps WinCIM running.
ALT+F4	Disconnects from CompuServe (if connected) and closes down WinCIM in one step.
Ctrl+A	Displays your Address Book for viewing or modifying.
Ctrl+F	Opens the WinCIM Filing Cabinet to read, modify, move, delete, and so forth your files.
Ctrl+N	Opens the In Basket to view and manage files you have received from CompuServe.
Ctrl+E	While on- or off-line, takes you directly to the Executive News Service.

Getting Help When You Need It

CompuServe has an incredible number of ways to get help: by one-to-one voice phone help, through on-line computer connections, through their printed documentation and through the help systems built into their communications software. Here are some specific ways to get help.

Help Forums

Several forums provide help in the form of information files, programs, conferences, and people that you can ask questions. For information on how to join and use forums, see Chapter 2, "Using Forums and Locating Information." The following are three help forums:

- **WCIMSUP.** This forum specializes in help for those using the WinCIM communications program.
- **HELPFORUM.** This forum handles any questions about using CompuServe.
- **PRACTICE.** This forum is available to test your software and your skills in joining a forum, downloading files, and sending messages.

WinCIM Program Help

WinCIM has extensive help files that you can access by using the Help menu as explained in the following text. You can print the help files by choosing File from the menu bar, and then selecting Print.

Tip

If you are following step-by-step instructions from a help screen, reduce the size of the help screen and move it next to whatever you are currently working on so that you can see both at once.

Often an easier method to access the help files is to use the context-sensitive help offered by WinCIM. Any time a menu or dialog box is open and you have an item highlighted, you can either press F1 or click on the Help icon (the large question mark near the upper left corner of the screen) to display a file that explains the program activity you are engaged in or the one you have highlighted.

In addition to the original help screen, you may see words in sentences or in lists that are green. If you click on these words, you display more information about subjects related to that word. When you have finished reading this extra information, click on the Back button near the top of the screen to follow your path back to the original help screen.

Also, if there are any graphics, such as pictures of icons or pictures of dialog boxes, you can click on these graphics or parts of the graphics to get brief explanations of what the icon means or what that particular part of the dialog box is for.

To exit from the help system, double-click on the Minus Sign box in the upper left corner of the screen.

These options are available from the Help menu (see fig. 1.17):

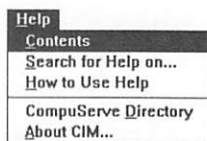


Fig. 1.17
The WinCIM
Help menu.

- **Contents.** (Table of Contents) Select this option to see a list of categories under which help files can be found. Select one of these categories to see a list of subcategories of this topic. Continue in this manner until you see a list from which to select specific Help files.
- **Search for Help on.** If you aren't quite sure which words describe the information you are looking for or what category it would be listed under, select this option. You can try typing in words. As you type, various categories are listed. When you see one that seems likely to be helpful, select it, and a list of associated help files is shown.
- **How to Use Help.** A set of help screens explaining how the Help menus and files work.
- **CompuServe Directory.** Use this option to display a categorized list of CompuServe services and forums. Select one of these categories to see a list of subcategories. Continue in this way until you see a list of services and forums. Now, by clicking on an option in this list, you will see a description and the exact name of the service or forum.

Explore the CompuServe directory for services to add to your Favorite Places list or to use directly with the GO command.
- **About CIM.** Select this option for an information box with this WinCIM's version number and copyright information.

Tip

You can use context-sensitive help (the F1 key and the ? icon) while on-line. The information provided will relate to the activity you are engaged in.

WinCIM Manual

The manual that comes with the WinCIM program, while brief, provides a quick way to review some of WinCIM's main features after you have read more thorough explanations in this and coming chapters.

CompuServe Manuals

CompuServe offers a WinCIM user's guide, which can be purchased on-line. From the Services menu select GO. In the Text field, enter ORDER for more information and prices.

Phone Help (Voice)

CompuServe's customer service can provide help in installing WinCIM and getting connected to CompuServe. You can call them at 1-800-848-8990 weekdays from 8:00 a.m. until midnight (Eastern time) and on weekends from noon to 10:00 p.m. (Eastern time).

Disconnecting from CompuServe

Depending on how you're interfacing with CompuServe, your method of ending a work session will differ. If you're not using any interface software, you usually can type BYE at a prompt and press Enter to leave CompuServe.

Disconnecting from CompuServe with WinCIM is easy. Just click on the Disconnect icon (it appears at the far right edge of the Ribbon and looks like two cable connectors being pulled apart) or choose **File Disconnect**. This process disconnects you from CompuServe, but does not close WinCIM. If you wanted, you could continue to work with WinCIM to do "off-line" activities such as setting preferences, composing mail messages, editing your address book, and so on.

To close down WinCIM and return you to windows, click on the Exit button on the ribbon or choose **File Exit**. If you are on-line with CompuServe at the time you invoke this command, WinCIM will disconnect from CompuServe and then close down.

If you are using another type of software to work with CompuServe, you'll need to use that software's disconnect and exit commands.

From Here...

Now that you are familiar with WinCIM, you have the basics to use any other chapter in this book. You may want to read:

- Chapter 4, "Using CIM for Windows," for more detailed information on how to use WinCIM.
- Chapter 3, "Retrieving and Posting Information," to learn techniques for finding and downloading information, program, and graphics files.
- Chapter 10, "Sending and Receiving E-Mail," to learn how to send messages almost anywhere in the world.
- Chapter 13, "The Best Places for Business."

Bon Voyage!

Chapter 2

Using Forums and Locating Information

CompuServe is a vast laboratory for discovering how to search for and manage information. Using CompuServe requires you to work with interactive databases, traditional reference systems, and the special interest forums.

Using Forums

CompuServe's forums are the major structure available for sharing information on-line. The forums, also known as Special Interest Groups (SIGs), are organized topically or by the vendor or other service provider who sponsors the forum. Think of forums as sophisticated bulletin board systems that have conference areas for facilitating and promoting discussion, messaging areas that are interactive topical discussions about member questions and events, and file libraries containing files of interest posted by users and the people who sponsor the forums, called SYSOPs, whom we discuss later.

Understanding Forums

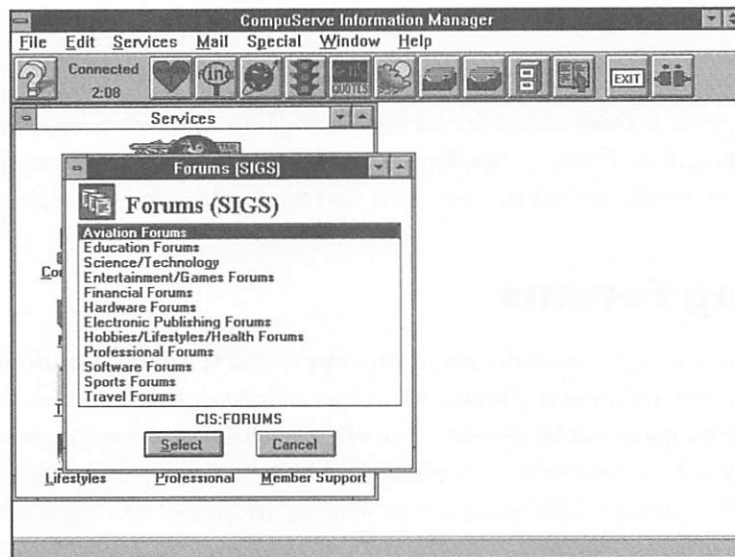
Some sophisticated CompuServe users practically "live" in one or another of the forums. They establish genuine relationships with the other forum members and exchange far more than simply dry, informational postings and the occasional perusal note or aside. These people are creating the kind of "virtual communities" that are one major center of attention as the "information superhighway" takes shape. Indeed, with CompuServe offering over 600 domestic forums, it could be thought of in terms of its providing 600 "channels" of information, all topically focused, all navigated under a single interface, and all fully interactive.

In this chapter you learn how to:

- Join and use forums
- Use reference sections and libraries
- Save time and money working on-line and off-line

About 200 of the forums are dedicated to hardware and software vendors who use the forum structure as an advanced support platform for providing information and services to their customers on-line. A growing number of software and hardware vendors use CompuServe as a support mechanism, as it provides distinct advantages over telephone support. Vendors can post the latest product updates, such as additional drivers and *patches* (pieces of program code that correct problems), and also post technical notes and references as an aid to troubleshooting. These forums comprise the single most accessible, centralized point for obtaining information and resources on the entire gamut of computing interests. Figure 2.1 shows the forum main menu.

Fig. 2.1
Forum main
menu.



Other forums are dedicated to professional interests, where people interested in a given topic area can congregate to share ideas and resources. There are forums in fields ranging from aviation and court reporting to public relations and professional writing. Professional forums serve as a clearinghouse for discussing shared concerns and can also serve as a spawning ground for new professional opportunity.

Finally, there are "all the rest" of the special interest forums, which tend to revolve around hobby and lifestyle interests. Here, the forums tend to be less formal "hangouts" for like-minded individuals to stop and chat and to keep up with the latest news and opinion in their interest area. Forum topics range from political information (Democrat and Republican forums) to academic

(Living History forum), from entertainment (RockNet and the ShowBiz forum) to gourmet concerns (Cooks and Wine forums). Also, there are international forums conducted in French and German, and there are forums dedicated to the United Kingdom and Japan. Overall, forum topics reflect the spectrum of individual interests, as well as span the globe in terms of their members' backgrounds and experiences.

To get the most up-to-date listing of forum information, including complete listings of all message, library, and conference areas, go to the Help Forum (GO HELPFORUM). In the Help Library section there is a file called `List` of all public forums as of ..., which contains the most recent information about all forums. This file is large (about 180K), but it contains detailed information about all the forums and can be a useful reference if you are searching for something specific.

What Forums Are Best for You?

To best manage your time and efforts using CompuServe, it is important to have a sense of what forums are available in order to come up with a strategy for evaluating and joining them. In this way, you can go directly to forums that interest you and spend time evaluating them to get a sense of who and what is available there. Joining some forums may not require a lot of thought, such as professional or hobby forums (which may be the reason you subscribed in the first place) or vendor support forums (because you bought the vendor's product and CompuServe was recommended as an avenue for getting technical support).

In other cases, you may come across a topic about which you have been merely curious and delve into the forum to get a sense of what the people who are intimate with a given topic are concerned with—what do they say about this topic and what do they choose to share. The forums can launch new interests, new careers, and new horizons simply because they have allowed people to lay out over time the body of their concerns. This can all be yours for the asking, if you are willing to observe the rules of the road that have been established (concerning confidentiality, copyrights, etc.).

As you become more experienced with the system, you will be able to pick up cues as to whether an area is really a fruitful place for gathering information and resources, and for making on-line personal connections. The forums compile and display information about the number of people active in the forum at any given time, the number of active messages in each area, and the number of times files in the forum library have been accessed. These numbers

tell you how relatively active the forum is. In some of the more arcane special interest forums, or vendor forums with declining product lines, the activity levels can be quite low. On the other hand, some popular vendor forums are hotbeds of activity, with file accesses and messaging totals in the thousands.

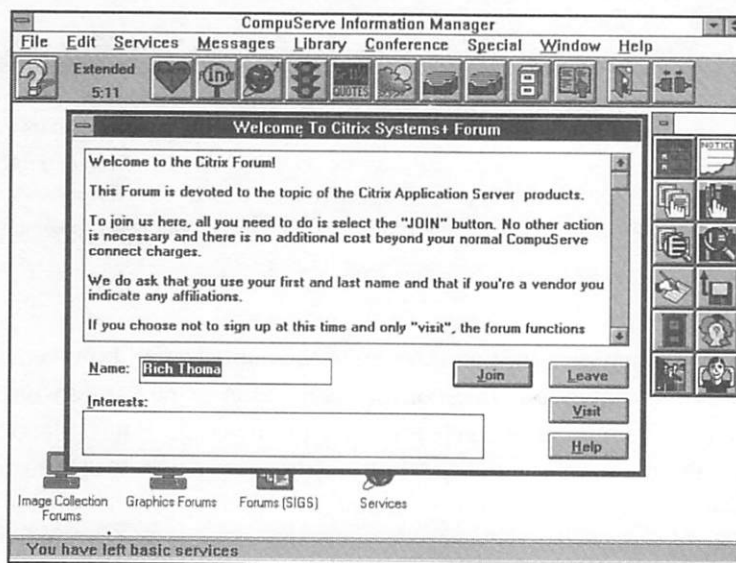
Joining Forums

Forums consist first of CompuServe members who choose to join and participate. The forum builds and maintains a database of those who have chosen to “join” the forum. Joining is the process by which you attach your name and user number to the forum’s membership database. Joining forums is cost-free and is essentially risk-free. Of course, when you use any forum, you are being charged at extended rates. The only additional burden that joining a forum adds is in keeping track of those that you have joined. Most interface programs maintain a database of “forums joined” to aid you in navigating around the forums as you find them.

When you enter a forum for the first time, you encounter a Forum Join screen (see fig. 2.2). Here you are given the opportunity to join the forum. The screen describes the forum’s purpose and can also describe its contents. It also is likely to contain the names of the forum’s operators (SYSOPs). Your choices are to join the forum or to visit. Joining enters your name into the forum’s database and grants you member privileges. Member privileges mean that you can upload and retrieve messages and files to the forum and participate in its interactive conferences.

Alternatively, visiting a forum is akin to taking it for a test drive. When you have visitor status in a forum, you cannot participate in the conference areas, read or respond to messages, or upload or download files. You can, however, get listings of the forum subsections so that you can get an overview of the forum’s structure. You can also read the forum’s *Notices*, which are files containing detailed descriptions of each of the forum’s areas, along with any forum-specific directions or requests that the operators or membership as a whole might make from participants. These notices provide important insight into a forum and are definitely recommended reading for forum newcomers. Remember that you can join any forum that you are visiting at any time merely by entering or choosing Join. The process involves little added effort.

When you choose to join a forum, you are asked to add some information about yourself into a forum profile. If you are interested in some special subset of the topics covered in the forum, it might be a good idea for you to enter it. In this way, other members can search through the directory for people with like interests. It is also handy to use a description that is appropriate to that forum to provide some personal information in places where forums trade heavily on personal information. This is especially so in places like the Human Sexuality Open Forum, where age and sex information in your profile can answer many questions before they are asked. On the other hand, if you prefer anonymity, that is your choice entirely.

**Fig. 2.2**

Forum Join screen.

Note

CompuServe's policy on forum membership lists states that it does not collect or distribute forum information for the sake of transferring it. This policy protects the confidentiality of forum members. Be advised, however, that interested forum members can collect the forum names and UserID mail addresses in order to put together electronic mass mailings. CompuServe's usage guidelines explicitly forbid the misuse of user mailboxes for commercial purposes, but it does happen. If you receive unsolicited mail for commercial purposes, let CompuServe Customer Service know.

Note

CompuServe Information Manager and its derivatives use a "favorite places" function that lets you build a folder of all the places you want to remember. When you are in a forum, simply choose "Favorite Places" and that forum is entered into your folder. This is useful for quickly entering forums that you frequent. Most other CompuServe managers likewise provide a forum database function that tracks your forum membership. If you are using a program that does not automatically track forum membership, it is important to maintain some sort of log to keep track of the forums you belong to.

Almost all CompuServe forums are open to the public; a few, however, are private forums that require the sponsor's permission to join. Otherwise, there is no restriction on joining public forums, and there is no real restriction on the number of forums you may join, although there are practical limits to be sure. Many forums are regularly purged of inactive members. This purge process is at the discretion of the individual SYSOPs. If you have not entered a forum for a long period (three to six months), you may find that your membership record has been deleted and you will have to rejoin.

Where many forums are structured as primarily user-generated information exchanges, some forums are structured to be their own service. Examples include *The Detroit Free Press* and *Florida Today* forums, which present daily newspapers on-line and serve as a participation platform for these publications. You join and participate in the same way in these forums; the difference is that the sponsoring publication loads its contents to the forum's library section.

Forum Components

As mentioned, forums are comprised of three areas:

- conferencing
- messaging
- library

Each section is arranged by topic area. The topic areas are established by the forum *SYSOPs* (system operators). Each forum has one or more *SYSOPs* who are responsible for maintaining the forum. In addition to structuring the forum's areas, *SYSOPs* guide the messaging areas by both maintaining standards for behavior (language, no personal attacks, protecting copyrighted material) and keeping the areas current by pruning older, inactive topics.

Whether you recognize it or not, *SYSOPs* are among the most important forum resources. They have a subtle but profound effect on the forum by setting and maintaining its agenda and by controlling it through determining its structure. Vendor forum *SYSOPs* are invariably company employees, so they are on-line to maintain the company's best interests. In professional and lifestyle forums, the *SYSOPs* are generally established expert or other interested parties who have either taken it upon themselves to work with CompuServe to establish the forum, or they have proved themselves as long-time active participants who have won themselves special places in the forum structure.

In all cases, establishing a relationship with a forum *SYSOP* can be an important part of maximizing your value in forum participation. All forums are different as are all *SYSOPs*. One way to determine how active *SYSOPs* are in a forum is to read the greeting screen, which lures others to join the forum, and then read the notices by choosing Notice from the menu. Here you can tell if the *SYSOPs* pursue an ongoing, active role in shaping the forum. These notices ought to describe the forum in detail—its sections, activities, and benefits. The information should likewise be up to date. If these notices contain generic information, then the *SYSOPs* possibly are not as active in this forum. By relating to the *SYSOPs*, you can eventually influence the forum's direction and evolution, putting your personal stamp on this on-line representation of your special interests.

Forum Conference Sections

Conference sections are places established within forums to conduct two-way and multiparticipant conversations among forum members. It is a place where members can establish meeting times and places within a forum, and go on-line to meet and to have discussions in real-time. Here you use CompuServe's on-line "chat" capabilities to conduct conversations for the purpose of either socializing among members (the most popular use) or for conducting more pointed, informational interview and one-on-one sessions. Forums hold regularly scheduled conferences to allow either the whole membership, or a forum subgroup, to meet on-line and carry on a discussion. Forums also use the conference section to schedule special conferences with occasional outside guests who would be of interest to forum members. In these cases, forum members are invited to participate. SYSOPs arrange for the guest to come on-line, and then are responsible for conducting an orderly on-line meeting. Transcripts of these conferences are then posted to the forum's library.

If you are new to a forum and want to know what is in the conference areas, a good start is to choose Notices from the Conference menu, and read the conference section descriptions. This is information available on-line about available conferences.

The conference section is set up to make it easy for you to find forum members who are logged on, and to both enter into conversations or merely "listen" as a silent and anonymous observer. Conferencing is a good way to acquire a forum's "culture"—how relatively loose or formal the interactions tend to be, and how open the members are to sharing information on an individual level.

Conference Components. Forum conference sections consist of *rooms*. The rooms are divided by topic and act as a gathering spot for people who want to use CompuServe's on-line chat function to conduct live discussions. Conferences can be moderated by a SYSOP, allowing people with questions to wait their turn, so the conference can proceed in a more traditional and orderly fashion, as opposed to the free-wheeling style common in most conferences. When special guests visit conferences, the proceedings are always moderated.

When you enter a forum, all the other people in the forum can find out that you are in the forum by choosing the **Who's Here...** option from the Conference menu. When you enter a forum, you make yourself available for others to invite you to talk and Conference with them by using the **Invite** option

from the conference menu. You also can set up a one-on-one conversation by using the **Talk** function from the **Whos Here...** screen. Of course, you have the option of rejecting invitations, and you have the further option of ignoring conference invitations. If you want to work uninterrupted in a forum, you may need to activate the **Ignore** option on the **Conference** menu. Otherwise you may receive sudden, unsolicited invitations that can be irritating if you are busy.

When you enter a forum, you have the option of choosing to enter a conference room by choosing **Enter Room** from the **Conference** menu. When you do, you receive a message saying *Switching to Conference Name*. A conference room is a place that lets you connect to one or more on-line members who are also in this room. Here you can exchange messages, questions, and other information. Rooms are the main structure that you use in conferencing on CompuServe.

You also can scan the list of people available to conference with—members currently logged on to the forum—by issuing the **Who's Here...** command from the **Conference** menu. This lists the names of all the people using the forum at that time. This does not, however, tell you whether these people are in a conference area or if they would care to participate. The names listed here may be the person's real name or a nickname the person may have adopted to provide a degree of anonymity or to establish an electronic alter ego or presence in the forum. Adopting nicknames and on-line characters is generally a function of the forum. You enter a nickname by using the **Set Nickname** option from the **Conference** menu. Fun-and-games forums, or others related to creative pursuits, seem well suited to altered identities. Business and professional forums, on the other hand, tend to draw people who want their name known, at least in some measure, so nicknames are rare in those forums. In forums where nicknames are common, the members eventually get to associate the name with an on-line personality—someone with whom they have “talked” electronically, or someone whose postings they have read and admired.

You would use a nickname if you wanted a degree of anonymity in conferencing on CompuServe. Of course, forum users can also get the UserID numbers of the people in the forum by using the **Who's On?** command. If they want, they can work backward through the main Membership Directory and get your name from there. There is never complete anonymity in a forum.

To review, we now know that once you enter a forum, your conferencing options are as follows:

- When you enter a forum, all other forum members can see that you are logged on.
- To list the other forum members who are logged on at the same time, you issue a **Who's Here...** command from the **Conference** menu. This command lists user names, nicknames where applicable, and can optionally list UserIDs. **Who's Here** also lets you check the individual conference rooms to see who is participating there.
- **Rooms** are predefined meeting areas where users can gather. Rooms are limited in size, so if you try to enter a crowded room, you may find the room full.
- The **Talk** option from the **Who's Here...** screen lets you establish a one-on-one conversation with another forum member who is logged on. You can pass questions and comments between yourselves and make side comments about conference proceedings.
- You can *invite* other forum members to conference with you by using the **Invite** command. This sends a message to those whom you have chosen that invites them to join you in a conference. If they accept, you will be connected to them in chat mode.

From the **Conference** menu, select the **Enter Room** option to look into each room to see who is in it. **Enter Room** lists the number of people there; checking the **Who's Here** command and specifying the room tells you specifically who is there. When you first select a room, you have the option of entering or **Listening** from the **Conference** menu. Entering the room means that you can participate actively, that is, you can enter messages and be identified. Listening means that you can read the messages others are posting to the conference, but you cannot enter anything. Sometimes it is good to listen first to see if the conversation in the room is to your liking. If you enter without knowing what is happening, you may find yourself barraged with greetings and questions about yourself that you may not be prepared to answer.

Using the Conferences. The Conference area uses CompuServe's on-line chat system, with the same capabilities as those found in the CB Simulator. The chat system has its own set of commands. The specialized interfaces for

CompuServe generally provide easily managed “talk boxes” that let you avoid having to use the chat command set. Figure 2.3 shows a talk box with a query and response.

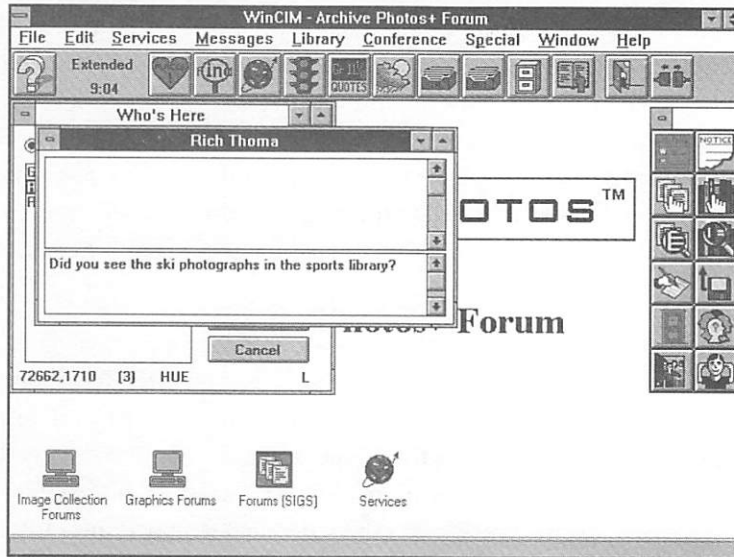


Fig. 2.3
Chat boxes using
WinCIM.

The talk screen is split into two columns and two rows: top and bottom, left and right. When you are conferencing, you are reading the other people's comments in the top part of the screen. Each participant's name or nickname is displayed in the left column, and their commentary appears in the right column. As each person enters a response, their name and the content appear simultaneously in the conference's screen. In the conferencing section, you read responses from the top half, while at the bottom you have an area to type your responses. On the left side of the screen is your name or nickname, while on the right is the area where you type your comments. You type in the space allotted and post your response to the conference by pressing Enter. When you do, you see your response in the top part.

Conferencing on-line by using chat capabilities is a new and different way of communicating. Imagine you were in a room at a party with 12 people. You might observe three or four separate conversations going at once. Watch long enough and conversations merge into one another and then break apart. Occasionally someone might grab everyone's attention, and at other points conversations may lull. The same is true for on-line chat, except the medium

is typed text, not spoken words. On-line chat means typing one or two sentences at a time, and then entering it into the conference “conversation.” Conferencing this way requires a special type of attention because, as opposed to spoken conversation, everyone can be talking at once. You then have to sit back and absorb all the simultaneously posted information in order to respond. In this way, on-line conversation can actually become much more dense than spoken conversation, because each person can have the attention of all the others, and all the others can respond to them. Getting accustomed to this process takes some time and effort. It likewise taxes your typing skills. Nonetheless, the process can produce a richer understanding of the topic at hand when those participating are accomplished on-line talkers.

The quantity and quality of conferencing in CompuServe forums varies widely. Conferencing tends to be more active in special interest forums, where the members tend to be both more playful and more passionate about their topics. As a result, members there seem more willing to enter into discussions. Other forums tend to be more businesslike, with conferencing only used for special occasions, such as for the scheduled weekly or monthly conference meetings. Another common use for forum conferencing is for establishing meetings among other users with whom you want to establish a bond. You invite them to meet you at a conference room at a given time, and you can conduct an exploratory conversation on-line. Conferencing is an excellent way to directly establish a common ground with others in the forum.

Messaging Sections

A forum’s messaging sections are generally its lifeblood. In vendor forums, the messaging sections are places in which users with questions can pose them so that they can be answered. In professional forums, it is how business connections are made, and how new opportunities arise and are fleshed-out as a result of on-line connection. The message sections are the “hot” places where controversies and puzzles are worked out with a complete outline of the ideas laid out and a full transcript available on-line. At their best, messaging boards are large-scale group collaborations that explore and expose all the sides of an issue and include commentary and opinions from a variety of sources.

The underlying purpose of messaging sections is to explore topics: to learn and to exercise what you know through participation. You can work in messaging sections actively, posting whenever you are motivated, or by passively

observing the messaging section's give-and-take. CompuServe forums are designed to be interactive; they thrive on member participation. Messaging boards are the most active and important platform for this participation.

Message Section Terminology. Forum message boards are made up of sets of messages produced and sent to the section (posted) by forum members and SYSOPs. The messages can be up to 10K in length. Messages should be unique, personal compositions—it is important not to post the work of others in a message unless you have the right to do so. Sets of messages are called *threads*. A message thread begins with someone submitting an initial message that serves as the basis for all succeeding replies and commentary.

When you first enter a forum, you are most likely to be interested in getting an overview of the available message sections. The Message board menu lets you read the descriptions of each messaging section by choosing the Notices option from the Messaging menu. This displays all the Messaging sections in a forum. You then click on the section name to read its description. Having an overview of the available messaging sections before you begin saves time and effort. Figure 2.4 shows an example of the messaging section Notice.

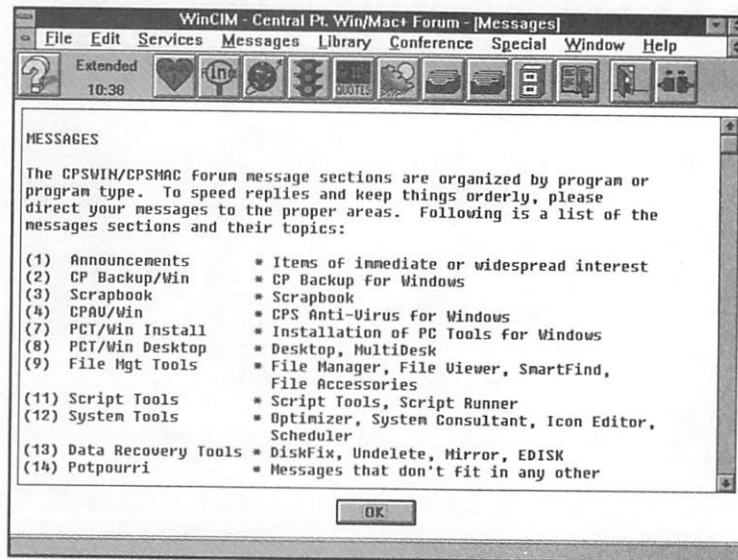


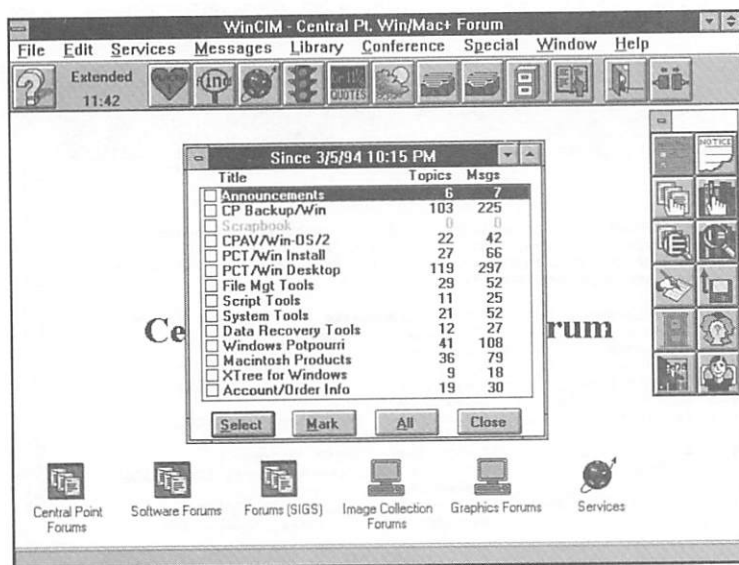
Fig. 2.4
Message section description in detail.

Forum message boards are divided into sections. Each section then breaks into the individual discussions active under that section when you enter. Discussion headings let you know what the topics are in the section and also tell you the number of replies under any given discussion heading's messages and replies. Message information is also based on the date that it was posted.

The forum system tracks when you visit a forum and automatically sets the date from which it retrieves messages to the last time you were in the forum. This way, the system only shows you new material and assumes that you have read all the messages in the system in which you are interested.

Using the Messaging Section. When you first begin working in a CompuServe forum's messaging area, you can have one of a number of different agendas. For example, you want to use a vendor's forum to ask a question about its products. Before submitting your question to the message board, it is first a good idea to see if someone else has already asked the same question and received an answer. This saves you the time of waiting for a response. To see if this question has been asked, you have two options for looking at the existing message base. To see the topics that are active under a message section, choose the Browse option from the **Messaging** menu. This will show you all the forum messaging sections. Scan this list and choose what you think is the most likely area where the question might be answered. Figure 2.5 shows the results of the Browse option.

Fig. 2.5
Browsing the
messaging
sections.



Messages move off the system once they are read by the people to whom they are addressed. This process conserves the forum's storage resources. When you browse a forum messaging area, the system displays a message saying Since mm/dd/yy, xx:xx AM. This date and time is when you last visited the forum, and is reset by the system each time you visit. If you want to browse

all the available messages, you must use the Set Date function from the **Messaging** menu to move the system's date for the first message (by date) back to where it will grab all the available messages. Figure 2.6 shows the dialog box for changing the date. If you set the date back one year, it is sure to grab everything. After resetting the date, you must then use the Freshen Messages option from the **Messaging** menu to call up all the messages so that they can be viewed.

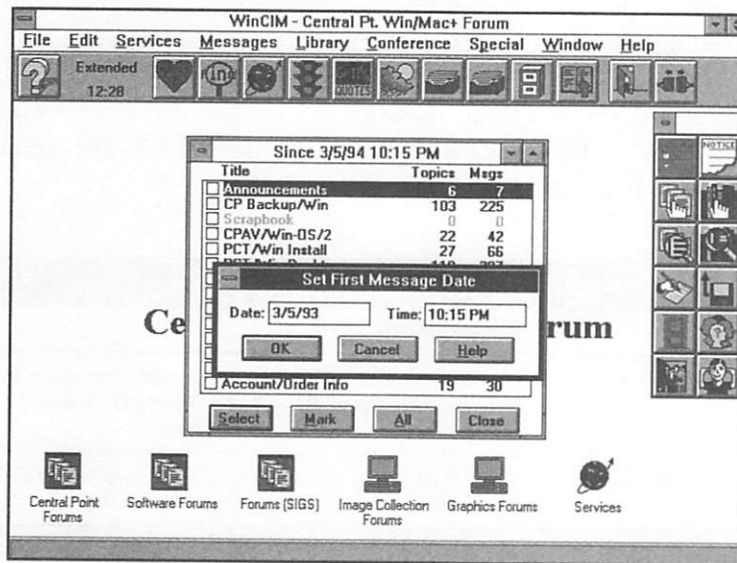


Fig. 2.6
Setting messaging system date to get all messages.

Once you see the most likely topic area for your question, choose that topic by double-clicking on it, or by highlighting it and pressing Enter. You get a display of active message threads in that area. The display will tell you the number of topics active in each section and the total number of messages under all active topics. Choose the message heading, and you will get to read the messages. Messages are displayed in reverse order, from the earliest available message through the latest. Information displayed about the message includes the following:

- **To:** and **From:** You will notice that the messages have a To: and From: field. Messages must be addressed To: someone, and the messaging system requires you to enter a recipient for the message. You can enter either a specific person's UserID, or a general destination such as "All," "Support," or "SYSOP." The person writing a response automatically becomes the From: entry. After the To: heading may be a notation that

- says (read). This tells you that the person to whom the message was addressed has read it.
- **Message #.** All messages in a forum are assigned a number automatically. The numbers are an index number used by the system for tracking messages. After the message number may be a notation of the number of replies a message has received.
- The date the message was posted is also part of the message display.
- Options for dealing with the message.

Using WinCIM, you read forum messages in a window that gives you a number of options for dealing with the message (see fig. 2.7). The options for dealing with messages are shown in table 2.1.

Table 2.1 Message Window Options

Option	Description
More	The More option moves you to the next message in the thread. If you are at the end of the thread, it moves to the first message in the next active thread.
Left and Right arrows	The left and right arrows move you forward (right) and backward (left) in the list of messages in a thread.
Up arrow	The Up arrow lets you move to the “parent” message—the message to which the current message is a reply. This lets you read the responses in a more logical sequence than reading all the messages in a thread that are replies and cross-replies.
Topic	The Topic button moves to the next topic in the active messaging section.
Map	The Map button shows a diagram of the messages in a thread. The map shows information about the initial message in the thread (name, message length, date and time posted, and whether the message has been read). It then shows who responded to the message by drawing a line between the initial parent message and the subsequent child message that is a response addressed to the person who wrote the original message. Figure 2.8 shows a map of a message thread. When you call up a map, you can double-click on a message or highlight it and press Enter to read it.

Option	Description
File It	The File It button lets you put the current message into a File Cabinet folder. This lets you file and save messages that you want to keep. Pressing File It calls up the Store Message screen that lets you choose which folder you want to put the message into. Chapter 1, "Getting Started on CompuServe," describes more on using the file cabinet.
Delete	Delete lets you delete only messages that you have posted.

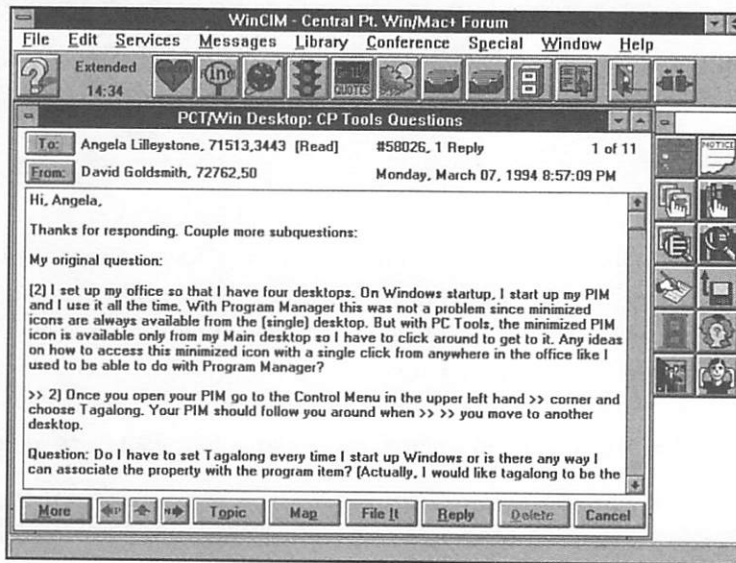
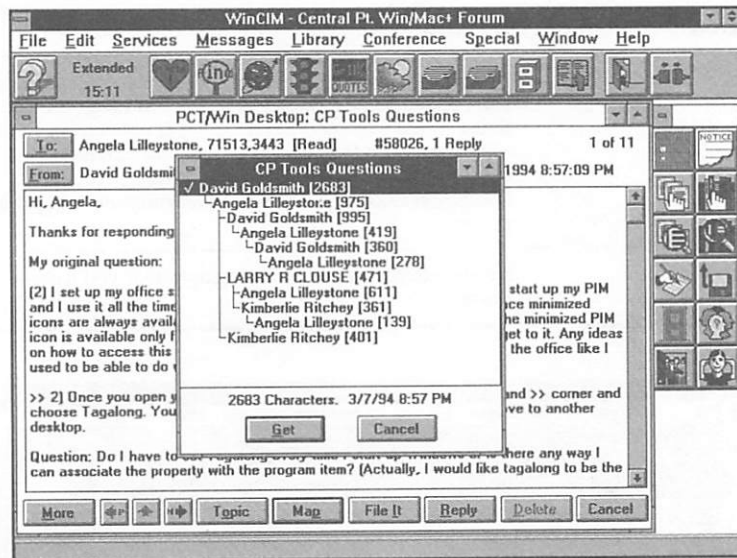


Fig. 2.7
Read Message
screen showing
options.

As you read through a series of messages, you may notice that they do not follow a logical sequence. Questions and replies are out of order with new responses injected between them. This is because the messages are posted in time sequence, not according to topic. Reading message threads can be challenging if you are not accustomed to reading this kind of out-of-sequence series. Newer interface software, such as WinCIM, includes a Map command on the message screen for navigating message threads. The map gives you a graphical outline of the responses contained under a given thread. With a map you can see who responded to what in a logical fashion. The map also lets you navigate through the replies by using the outline structure, reading each response in the order in which it was intended (see fig. 2.8).

Fig. 2.8

Message thread map showing the outline of replies.



We now know that messages are submitted under established sections and are read based on their subject heading. In addition to the Browse command, which gives you an overview of the messages in a section, you can also search the message sections. The Search option from the Messaging menu lets you choose from the available topics and enter search terms to narrow down the messages that might apply to what you are looking for. Available search criteria include:

- Section, which lets you select which messaging section to look through
- Message number, which lets you select a range of available message numbers in the forum's messaging section
- Date since
- User name or UserID, for finding who sent a message
- You may search for keywords in the subject heading fields. These fields can be searched by words or parts of words (e.g., COMPUT for computers or computing). Terms with multiple terms should be enclosed in quotation marks (e.g., "drive format error"). Figure 2.9 shows all the available search options.



Fig. 2.9
Search screen
showing available
criteria.

Searching the message board can get you answers faster than browsing, but only if you can come up with accurate search terms, and only if the term matches words in the subject heading of an exiting message. Once a search is completed, the resulting matches (messages) will be returned to you (see fig. 2.10). Now you can read the results and hopefully you will have an answer. If you have not found the answer, however, you need to compose a message that asks the question and post it.

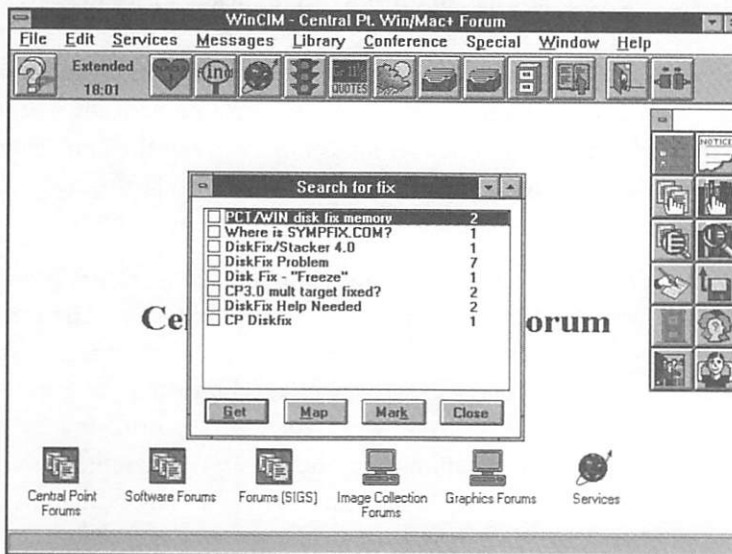


Fig. 2.10
Search results
listing subject
headings of
matched messages.

Composing Messages. Your next step is to type the question as a forum message and send (post) it to the appropriate message section. Since you have scanned and familiarized yourself with the message sections, the task is simply to write a question or comment and post it.

The key question is: When do you write the message? If you are logged on to the system and you start writing your message, you are charged for time when being connected is unnecessary. It would certainly be economical if you wrote the message off-line and posted it when you were ready. This would save you extended connect costs to the forum.

Most CompuServe-specific software is designed to let you compose messages off-line and post them when you connect. This software also lets you take mail and messages to read off-line, saving connect costs. Using this scheme, you can use a word processor or editor to write the message, spell check it and proofread it if you like, and then post it. Alternatively, the interface program itself, such as WinCIM, gives you a Message editor that makes writing and posting a message a simple two-step procedure of composing the message off-line (including choosing the destination) and then choosing Send to upload it. Either approach makes sense if your posting is longer than a sentence or two.

WinCIM puts the messages you retrieve from a forum into your File Cabinet. Once all the messages are downloaded, you can disconnect from CompuServe and then open the messages from the File Cabinet and read them in a window. This message window has all the options for dealing with messages shown in table 2.1. You can then reply to a message by pressing **Reply**. WinCIM automatically chooses the person who wrote the original note as the person To: whom the message is addressed, and also automatically places the reply in the correct forum and messaging section. You can then put the reply in your Out Basket, or choose to **Send** the message immediately. Figure 2.11 shows the screen for composing a forum message.

Your post must be addressed To: someone. How you address a new posting depends upon who you expect to answer. The most likely destinations are "All," where you are addressing a general question or comment to everyone, or to "SYSOP," where, especially in the case of a technical support forum, you want the vendor's on-line representative to reply. If the posting is a reply to an existing message, the destination To: is the person who wrote the message. When you reply to a message in this way, the system automatically fills in the name and UserID of the person who wrote the initial message.

Perhaps the most important part of your forum message is its subject header. The subject is what other forum members see when they are browsing in the message areas, and it is also what the search function matches in terms of message content. It is important that you use this very limited space (25 characters) wisely. Use descriptive words that call attention to the details of the posting. Avoid subjects like "Big Problem"; instead use subjects such as "Disk Error after Recovery."

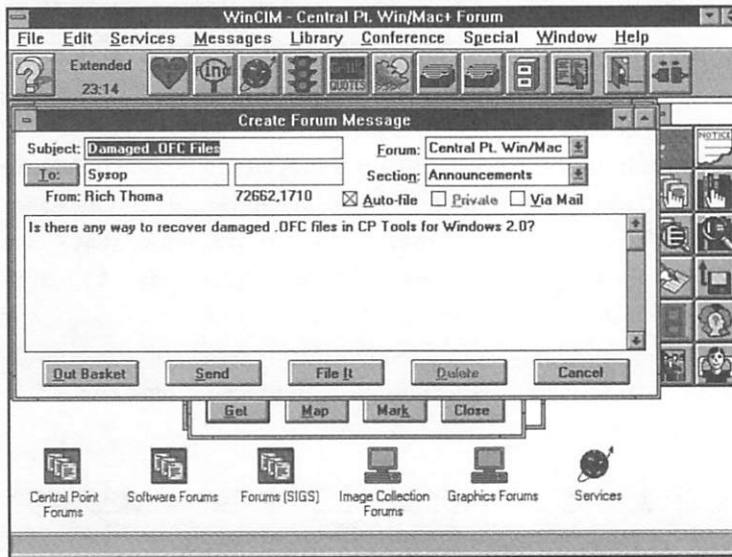


Fig. 2.11
Composing a
forum message.

Now that you have posted the message to the forum, you have to wait for a reply. This could happen in two ways. First, your post will attract the attention of a SYSOP or other person in charge of the forum. The person will then answer your question by either giving you direct information or referring you to information on the topic located elsewhere in the forum. Additionally, other forum members may add their thoughts to the subject and post them as replies to your posting. The second way would be if someone saw your posting and chose to reply directly to you via e-mail. In either case, you can expect to start getting responses almost immediately, so it is definitely in your interest to check frequently after posting a message.

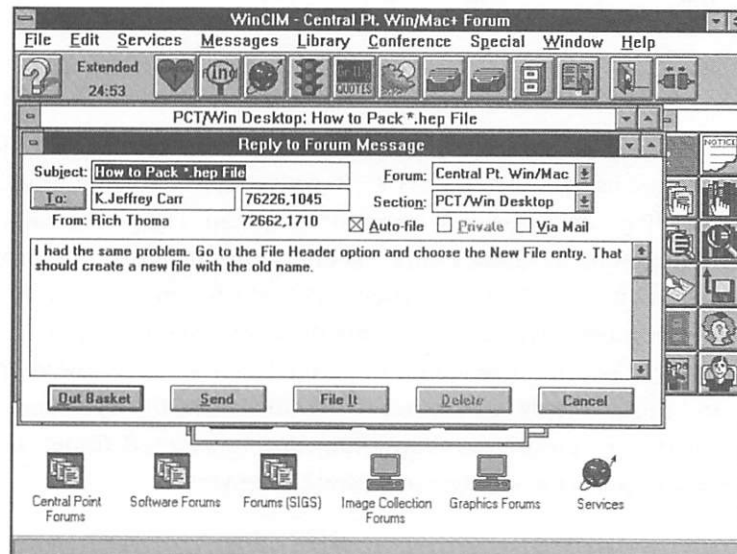
Note

Forum messages are limited in size to 10K. They are intended to work in an active give-and-take mode. Long postings slow down the message areas and are generally not appreciated. If you have something that you feel is worthwhile, but which is longer than the message section limit, it is better to put it in a forum library instead. You can then call attention to it in a message, letting people know what and where it is.

After waiting a few days, you log on to the forum to find that, at long last, you have received a reply. When you enter the forum, you get a Messages Waiting notice, because replies will have been addressed to you. The Get Waiting option from the Messages menu brings all the message responses addressed to you so that you can read them. When reading the messages posted under the subject heading that you posted, you notice that several of the responses take the problem apart in several different ways. All make valuable points, and now you want to take the information with you and put it to work. You also want to reply to someone who answered you to acknowledge them, and to strike up a further exploration on related topics. Figure 2.12 shows the forum message notification screen.

Fig. 2.12

Forum message notification and reply with a further reply.



Retrieving and Managing Messages. Now you can see how forum messaging sections provide a source of almost immediate feedback to questions and issues. Becoming active in forums means that you are going to need to keep up with and manage all of this information. Primarily, this means using tools that ease the process of filing and replying to messages.

Earlier we covered browsing and searching through the messaging sections. Once you have found something that you want to reply to or work with, either by copying to a convenient place locally or in order to respond to it, you need to use the tools that the system provides.

To conserve connect time charges, you want to do most of the forum responding and filing off-line. This is common practice, and most CompuServe interfaces are set up specifically to let you manage all of your messaging and correspondence under the same interface, whether you are on-line or off-line. This saves you the extended connect charges for forum activities.

CompuServe's interface products (DOSCIM, WinCIM, and MacCIM) use a local file cabinet feature to let you store messages. When you receive on-line messages (or mail), you have the option to **File It**, and these messages will be sent to a folder (subsection) of the filing cabinet (see fig. 2.13). Filing messages in this way lets you read messages and compose responses off-line, and keeps a complete record of your forum activities. Otherwise, you must find a way to save message contents through your communications package by copying messages into text files and then saving them.

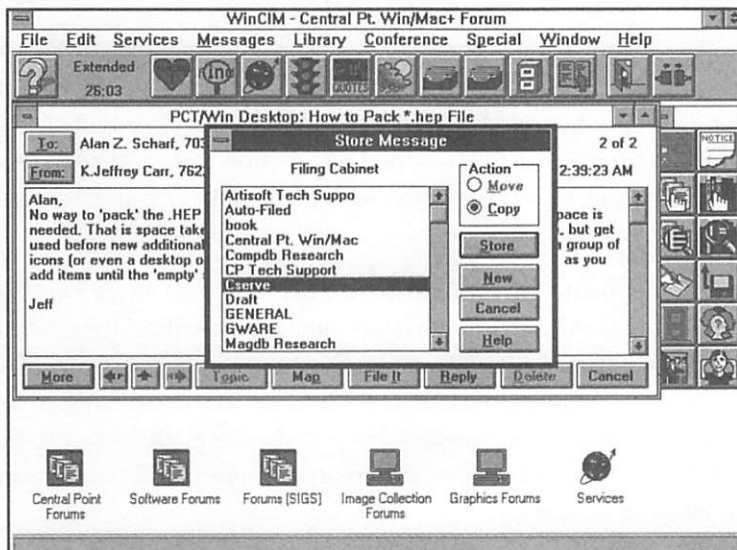
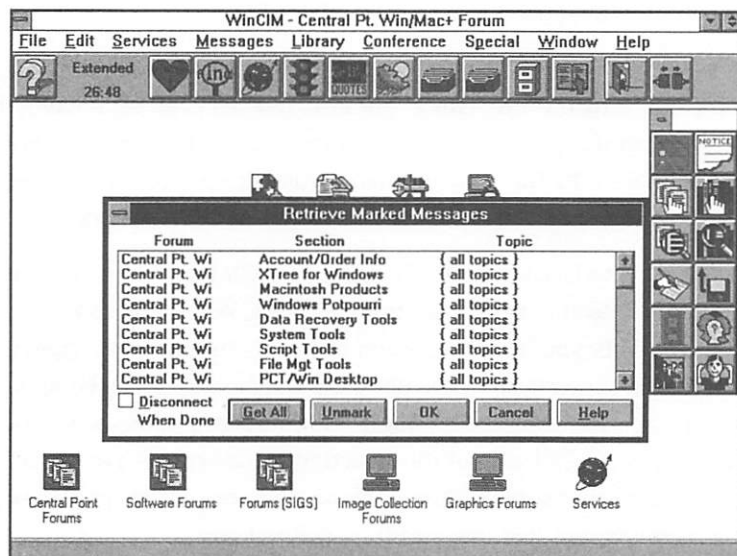


Fig. 2.13

Filing Cabinet showing cabinet contents and options for responding.

Another option available through CIM interface lets you mark sections so that you retrieve all messages in that section. When you leave the forum, you can quickly off-load all new messages into a folder for off-line reading and response. By setting message dates to the date of your last visit and by marking whole sections for retrieval by pushing the **All** button at the message listing screen, you can quickly and easily pull all the messages off the forum that might be of interest to you. Figure 2.14 shows how to select all messages for retrieval.

Fig. 2.14
Retrieving all
new messages
from forums.



Finally, the CIM interface packages offer a Copy To option on the Edit menu that lets you copy forum messages either into a mail message or into a forum message. This option gives you the capability to quickly distribute items of interest when you find them. The Copy To function works the same as a forward function in an e-mail system, letting you quickly redirect messages.

Forum Libraries

The third component of the forums are the file libraries. Libraries are storage areas where forum SYSOPs and members send and download (retrieve) files. There are hundreds of thousands of files in all the combined forums. All the files in a forum's library are there because they are of some interest to forum members. Files are organized under library sections that are similar to the messaging section. In many cases, the library sections use the same headings as the messaging sections.

Forum libraries are valuable because all the files are available to members for downloading. To access the files in the library, you must first join the forum. To find, retrieve, and contribute files in the library, you must first enter the forum. Once you have entered, you then have access to the files.

The types of files available in CompuServe forum libraries are as varied as the forums themselves. Forum libraries contain the following:

- Text files of all types. Perhaps the most important of these is the section listing files that you find in each library section. This file is the “card catalog” for the library, containing the names, descriptions, and other information about the files. Other text files may be digests of forum message sections, transcripts of forum conferences, or any kind of textual information that members might provide as reference material, original works of fiction or poetry, news reporting, reviews, or other commentary.
- Vendor sections may contain program files that either update or enhance their product, bug fixes and workarounds, new or enhanced drivers, technical notes, and user-submitted add-ons and enhancements.
- Some forums are platforms for distributing publications electronically. In these cases, the forums contain stories, pictures, cartoons, and graphics that would ordinarily appear in the print version.
- Some forums are dedicated to a special category of software called *shareware*. This is software posted to the forum by its developer with the intent of allowing free and open distribution of the software. The basic notion is to let you “try it before you buy it.” Shareware packages can rival commercial packages in their quality and usefulness. The principle of shareware holds that if you retrieve a package and find it useful, you will register it with the developer/publisher by paying the shareware fee. Another type of program found on forums is *freeware*, which is software placed into the public domain by its developer for all to use and share freely.
- Some forums are sources for different types of media: graphics, digitized photos and artwork, sounds effects, animation, and digitized music. In most cases, these are files in the public domain put there by the original artists. As you search through forums, you will begin to see these multimedia files, the most common of which are called GIF files, for

Graphics Interchange Format. GIF is the long-time CompuServe standard for exchanging graphics.

- In addition to those described, there are other types of files that you find in forum libraries: database files, specialized files that require their own types of “viewers,” and many other types of compilations and abstracts from other sources such as the Internet.

As with the messaging sections, it is important to get an overview of the forum’s library sections before searching or browsing for files that you might want. As mentioned, most library sections contain a file that you can view or download that provides detailed content listings. Choose the Library menu, Descriptions option. A window with all the library sections in it appears. To view a section’s description, double-click on its name, or highlight it and press Enter. By working with the combination of the section descriptions and the library contents file, you can more quickly understand and deal with the occasionally overwhelming scope of some of the forum libraries.

Using Forum Libraries. Navigating in the library sections is much the same as working in the messaging sections. Although the purposes differ greatly, the basic functions—browsing, searching, sending, and receiving—are basically the same. The main difference is that the library section display is simply a top-to-bottom listing of available files, as opposed to the topical replies in the message section.

To continue our technical support analogy, say that you have read in a trade magazine that a software vendor whose product you own has released a new version of the product that fixes bugs you have repeatedly encountered. You are naturally eager to get this bug fix, as the problems have steadily grown more time-consuming. The article further notes that the fix is available in the vendor’s CompuServe support forum. With this news, you are halfway to reclaiming your productivity. All you need to do is log on to CompuServe, enter the vendor’s forum (join if you have not already done so), find the right library section, find the specific file, download it from CompuServe, then install it on your computer. Let’s look at each of these steps.

When you enter the forum, you are given access to the library menu. To find a file, you first must determine in which file section it is located. You can only search or browse within a single library section at a time. In some cases, you may actually get the name of the file section (also referred to as a library). In other cases you will have to figure it out for yourself. The library sections

in vendor forums tend to be straightforward, but in other forums the library layout may not be as clear. Choose Descriptions from the menu to get the list of file areas. You can read the description of each section to get a sense of what is contained in the section. Figure 2.15 shows the library sections listing.

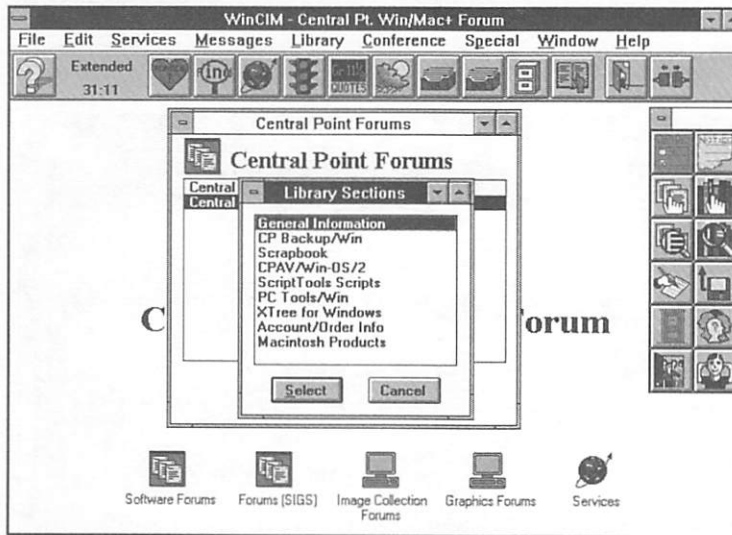


Fig. 2.15
Library sections
listing.

As with messaging, there are two ways to look for and select files: browsing and searching. Choose the Browse option from the Library menu to pull the entire list of files from a section into a window. This window shows you the header information for the file—its title, size, date uploaded, and the number of times members have accessed the file. You can move through this list until you find the files you want. Figure 2.16 shows the Library Browse window.

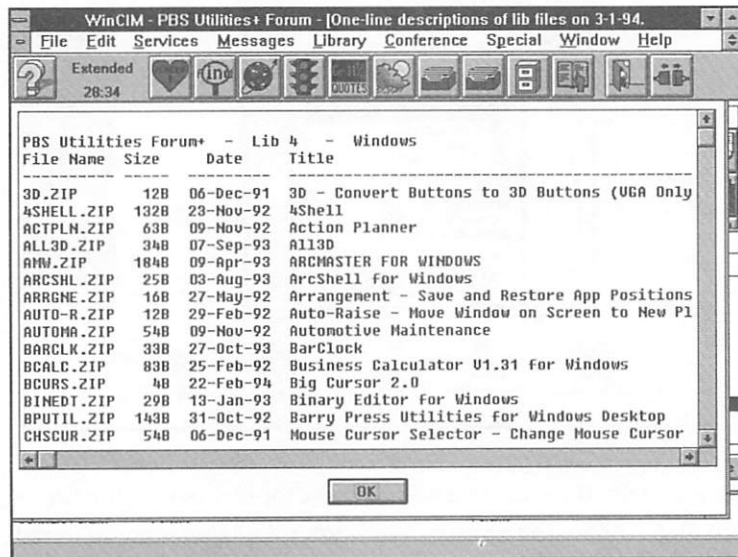
The Browse window gives you various options. Press the **Description** button to view the extended description that provides more specific information about what is contained in the library entry. If the file is a text file or a graphic, you could choose to view it first by using the **View** button. This shows you either a text or graphic (GIF) file. If you come across the file you want, you can choose to **Retrieve** it immediately by pushing that button. Retrieve starts the download process immediately. Chapter 1 has more information about downloading files by using WinCIM.

You can also mark it for later retrieval by choosing **Mark**. This puts an x in the box next to the file's title. You can also use your mouse to click in the

box next to the title to mark the file. Marking files lets you continue browsing through all the library sections in the forum, choosing files you want to retrieve. When you leave the forum, the system prompts you whether you want to download the files you have marked. You can download them if you choose, or skip past them. If you are using WinCIM and you leave without downloading the files, the system keeps track of this and prompts you each time you leave the forum until you download them or until you delete the download request.

Fig. 2.16

Browsing through a file section.



If you did not find the file you were looking for, you can browse other library sections until you do. Alternatively, you could search for the file by using descriptive criteria to select it from the files listed in the library. To do this, choose the Search option from the Library menu. When you Choose Search, you get a box in which you enter the search criteria. In this window, you choose which sections you search by marking the boxes next to the section name. You can also choose All for all sections. Under Search For you can enter a specific file name or a wild-card search (*.EXE to look for all files with the extension .EXE). You also can search by contributor's name or keywords, which are the words that are attached to the file to describe it. Finally, you can set a beginning and end date to search for. This date applies to the date the file was uploaded to CompuServe. If you know a file is recent, you can set the search start date back to a recent date—say two months—to narrow the search and make it run faster.

Note

The file keywords in the library section are not the same as the file description that you see when you browse the library sections. If you have seen a file's description, the keywords that you think of may not match those that have been attached to the file. The keywords are entered by the person who contributes (uploads) the file to the library. Sometimes the keywords that are attached to files fail to help you find the file. This is unfortunate, but it is sometimes the case.

Searching lets you look through all the files in the forum file area, or you can select which sections you want to search. In searching, you are trying to give enough information about the file you are looking for to find it without becoming too specific. Figure 2.17 shows the Search screen.

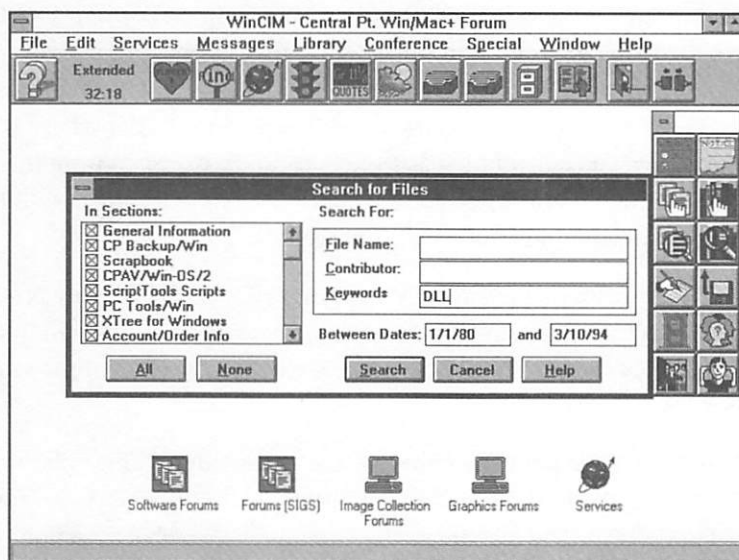


Fig. 2.17
Searching through
library sections.

After entering the search criteria, choose Search and the system will look for files matching the criteria you set. If there are no matches, the system will tell you so. Matches will be displayed in a window so that you can review and retrieve them. The window gives you the same options: Description, Retrieve, Mark, and View.

Now you have worked through the file library and found the updated file you were looking for. You can retrieve the file, meaning that it will be copied from CompuServe to your system.

Tip

File listings in forum libraries note how many times a file has been downloaded. If you are looking for a “hot” piece of software, the number of downloads gives you a hint.

Dealing with Compressed Files. Looking at the file name, you notice it has the extension .ZIP. This file, as with many in the library section, is stored in a compressed format to minimize the amount of storage it occupies on CompuServe’s end, and to minimize the amount of connect time it takes to get the file to you. In order to use this file, you need to have a corresponding tool to uncompress it—in this case a program called PKUNZIP. As you become more familiar with retrieving files, you will likewise become familiar with the different tools you need to uncompress files, and you will likewise become acquainted with the file extensions that denote the various compression methods common throughout CompuServe, including

- *.ZIP files* are produced by a package called PKZIP from PKWare. PKZIP is a compression format specific to MS-DOS systems. It is by far the most common and widely used compression software. PKWare has a section of the PCVENC (GO PCVENC) forum. The complete, current PKZIP package can be retrieved from there, as well as from a number of other library sections. PKZIP is distributed as shareware, and PKWare asks for a \$47 registration fee if you use the software. The PKZIP package is “self-extracting”; it is distributed as a file that can be executed from the MS-DOS command line. Thus you do not have to have a copy of PKZIP in order to uncompress the initial package.
- *.SIT files* predominate among Macintosh systems. .SIT files are produced by Stuffit from Aladdin Systems. Aladdin Systems has a section in the MACCVEN forum. Go there to retrieve the latest version of the self-installing Unstuffit utility.
- *LZH* is the most popular format for the Commodore Amiga platform. To retrieve the LZH decompression utility, go to the Amiga user forum (GOAMIGAU). The files are in the “Archivers/Crunchers” section: LHARC.EXE and ARCHLP.EXE.

A complete, updated overview of file compression is available in the CompuServe practice forum (GO PRACTICE). The file, named COMPRS.DOC, is updated quarterly, and points to the places in the system where you can find the necessary decompression software for nearly a dozen different computer platforms.

Contributing Files. It is said that it is better to give than to receive. In the case of using CompuServe, you may eventually want to contribute something to a forum. To do this, you must have the right to distribute the file(s) (do

not upload copyrighted material unless you own it yourself), and you must understand that anything you contribute can be further distributed by the forum members who download it.

To upload a file (or files) to a forum library section, you first need to decide where to put it. As with the case of finding files, you need to know which library section is the appropriate place. If you are familiar with the forum, this should not be a problem. If you are not sure, it is a good idea to read the descriptions that detail the purpose of each section to make sure that you send it to the right destination. If you are still unsure, message the forum SYSOPs and ask for their guidance. Figure 2.18 displays the Forum Contribute dialog box.

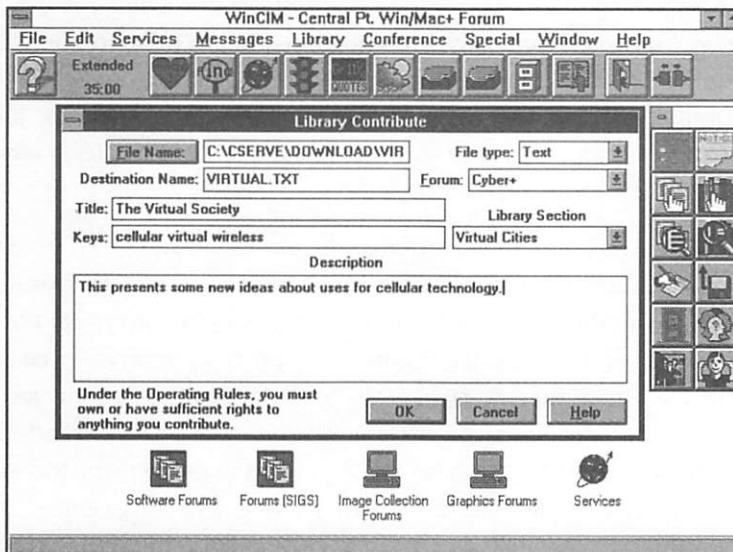


Fig. 2.18
Contributing a file
to a forum library.

Once you have decided which library section to send the file to, you need to package it so that it is easy for the other members to retrieve and use the file. If you are uploading a single text file and it is not too big in size (say less than 20K), consider sending the file on its own. If the file is larger than this, or if you have more than one file, then you are probably going to want to “package” the files by using one of the compression programs we spoke of earlier. Use the compression programs to shrink the size of the files, making them more accessible. You can also use the compression program to make two or more files into one single file that will uncompress into the original number

of files once the recipient has downloaded it. We mentioned some of the popular compression packages earlier, and if you are uncertain about which to use in a given forum, you can either check the library to see which packages others used, or you can consult with the SYSOP.

Once you have packaged the file, you are ready to send it to CompuServe. Make sure that what you are sending is complete. If you send a program, make sure it does what you claim it will do. Do not use the file libraries to try to launch half-baked ideas or projects; nobody appreciates being made a guinea pig.

To contribute a file, choose the Contribute option from the Library menu. This gives you the Contribute File window. Press the **F**ile Name button to enter the file's name. This will give you an Open File dialog box that lets you find the file that you are uploading, highlight it, and press Enter. You can upload only one file at a time. When you choose the file name, WinCIM automatically fills in the Destination Name field with the name of the file you selected. You can either keep this name or change it to whatever name you want the file to have on the system.

When you are providing the file information, make sure you specify everything precisely. Provide an accurate heading for the file—the subject heading is what will draw other members to your offering. Specify the type of file correctly—whether it is a text file, a binary file (program or other special format such as a word processor), or a graphic (GIF) file. Use as many keywords as possible to lead other searchers to the file. Provide a clear and concise description of the file. You have 500 characters to describe the file—use clear, accurate terms to describe the contents. Avoid surprising people.

Now that you have put together all the file components, you can upload it. Press OK to send the file. WinCIM uses a special protocol for file transfer that allows for error-free and accurate transfer. When you upload a file, the system automatically attaches your UserID to it as the sender. If you are uploading to CompuServe using another package, you can specify a protocol that likewise provides error-checking—such as Xmodem or Ymodem—and which CompuServe supports. If you are sending anything but a text file—including any compressed file—then it is important to use an error-checking protocol.

Saving Time with File Finder

File Finders are special utilities offered by CompuServe that make it easy to locate files of interest. The File Finders are specialized for narrow searches by the type of computer: IBM, which finds MS-DOS, MS Windows, and OS/2 related software; Macintosh; Amiga; and Atari. There is also a File Finder for graphics files. Finally, there are two File Finders for the ZiffNet libraries: ZiffNet File Finder and the ZMac (ZiffNet Mac) File Finder.

File Finders work by letting you enter information into the fields of a form. The fields let you specify the file you are looking for using keywords, file name, file type (extension), forum name, file type (text, binary, graphics, etc.), contributor (their UserID number), and date contributed. You can enter up to three keywords, and the search results will return a match on any one of them (a logical OR).

Each time you enter a search value, File Finder searches the entire file database for files matching all active search values. It then redisplay the Search Menu showing how many files were found (see fig. 2.19). You can enter values for each category or replace those already specified until you have a manageable number of matches.

Tip

Avoid using search criteria that is too specific. If you are thinking of a term as plural (archives), use the singular. If you are looking for computers, use compute.

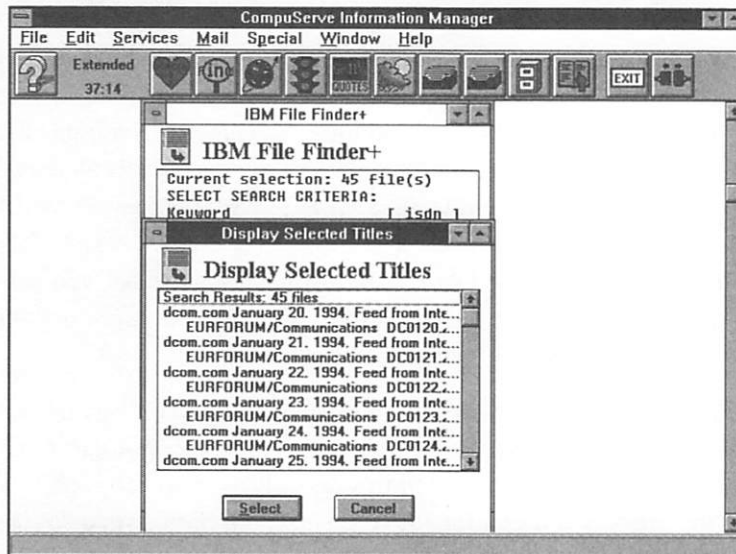


Fig. 2.19
File Finder with
search results.

Accessing File Finders

There is no File Finder menu on CompuServe. The best and easiest way to access a File Finder is to enter GO FILEFIND, either by pressing the green traffic light button or pressing CTRL+G and typing FILEFIND. This gives you a window with each of the available File Finders. You can then choose one of them by double-clicking on it, or by highlighting it and pressing Enter.

Of course, all the File Finders have their own Go Words:

- IBM File Finder—GO IBMFF
- Atari File Finder—GO ATARIFF
- Graphics File Finder—GO GRAPHFF
- Macintosh File Finder—GO MACFF
- ZiffNet Mac File Finder—GO ZMC:FILEFINDER
- ZiffNet File Finder—GO ZFILEFINDER

If you use one or more of the File Finders regularly, it is a good idea to add them to your Favorite Places folder by pressing the Heart icon.

Using a File Finder

Using a File Finder requires you to have some specific piece of information about the file for which you are searching. For example, you have heard that there is an upgraded driver for Microsoft Windows now available for your Hewlett-Packard DeskJet printer on CompuServe. This tells you immediately that you will use the IBM File Finder, as files are divided mostly by the type of computer system that uses the file. IBM File Finder gets all files for MS-DOS and MS-Windows based systems, as well as for OS/2. If you have a Macintosh, you would use the Macintosh File Finder; if you have an Amiga, you would use the Amiga File Finder, etc. Additionally, you access the large ZiffNet file libraries by using one of their two available File Finders.

Now you want to narrow the search. You can enter criteria in any one or all of the available fields: keywords, file name, file type (extension), forum name, contributor, and date contributed. In this case, all you know for certain is the name of the product and that the file is recent; it has been posted within the past month. In some cases, you might know the forum name as well. To narrow the search, select Keyword by double-clicking on it, or highlight it and pressing Enter. This brings you to three fields where you may enter

keywords. Type in the product name: **DeskJet**. You may want to add another keyword to be more specific, such as **driver**. Once you have typed these keywords, press OK. Now move to the next field, Submission Date. Double-click or press Enter on the field and you are asked for a start date. Enter a date and the system will only look for files uploaded to the system on or after that date.

Once you have entered all the criteria that you think will locate the file, you start the search by double-clicking on or highlighting the Display Selected Titles option and pressing Enter. The system then retrieves the names of all the files matching the criteria you entered in the forum. The list of matching files is displayed in a window. Double-click on or highlight the file name and press enter to pull its description into a window. You can then **V**iew the file's contents, **R**etrieve it immediately, or **M**ark it for later download.

Using Reference Sections and Libraries

In addition to its extensive on-line interactive forums, CompuServe also offers access to a large number of reference resources. These references let you search for information by connecting you to on-line databases. These databases can be massive. Available services range from basic reference services (Academic American Encyclopedia, American Heritage Dictionary) to enormous worldwide data libraries through the IQuest database service.

As an overview of the information available, CompuServe provides access to the following (as a partial listing):

- Peterson's College Databases
- Bowker's Books in Print
- Consumer Reports and the Consumer Reports Drug Reference
- HealthNet Health and Medical Reference Library
- Lesko's Information America
- Marquis Who's Who
- Government databases from the National Technical Information Service
- Demographic information from the Census Bureau

- On-line access to nationwide telephone number and business address information
- The U. S. Commerce Department's Business Daily Digest

CompuServe also gives you access to a variety of specialized databases that are made up of both the fulltext and abstracts of most popular magazines. Through a partnership with Ziff Communications, CompuServe offers four separate database sections: Computer Database, Business Database, Health Database, and Magazine Database. Each database lets you search through hundreds of different periodicals.

Business reference is available from a wide number of sources, providing up-to-the-minute stock market ticker reports, in-depth market data analysis, and a variety of specialized news digest services. These include Dun's and TRW business credit and tracking information. There are also a variety of specialized databases consisting of both fulltext and abstracts from hundreds of magazines and newspapers. For a more in-depth look at business-related services, see Chapter 13, "The Best Places for Business."

By far the largest reference section is the IQuest system. A partnership between CompuServe and Telebase Systems, IQuest provides a single access point for accessing a large portion of the electronic databases available in both North America and Europe. IQuest provides a menu system for accessing databases from major suppliers such as Dialog and Dun and Bradstreet. IQuest offers specialty subsection access through various topical InfoCenters (for example, Medical InfoCenter, Engineering InfoCenter), which help narrow the subject area that you are accessing. IQuest also provides access to various news services, including NewsNet, which gives access to the fulltext of some 50 daily newspapers in the U. S.

With all this reference material available, it is important for you to know a number of things about on-line searching. It is important, for example, to know which reference services are part of basic pricing, which are part of extended pricing, and which have surcharges beyond extended pricing. Access to all this information provides you with great opportunity, but access to it involves costs. It is important to be aware of the pricing of on-line reference services before you begin. Otherwise you could find yourself with an unpleasant surprise, as the cost of obtaining information can get out of hand.

With such an extensive amount of reference material available to you, it is first important to know how you are going to access the information. These services break into three tiers:

- price
- interface and ease-of-access
- size or comprehensiveness of the service

As a rule, the larger and more comprehensive the database is, the more costly it is to access it.

Some on-line reference services are quite straightforward and simple to use. Others are designed for professional researchers and librarians, and require you to approach them carefully and thoughtfully. Otherwise you could spend a lot of time and money working through them and still get unsatisfactory results. The most important starting point for successful on-line research is having an overview of what is available in each of the sections.

Basic Level Reference

CompuServe offers a number of reference services available as part of the basic connection package. These services provide a handy, easy-to-use reference library literally at your fingertips. Each is accessed from the reference menu under WinCIM.

The American Heritage Dictionary. The American Heritage Dictionary (GO DICTIONARY) gives you an on-line dictionary to search for definitions of over 303,000 words, phrases, named people, and geographic locations. To search the American Heritage Dictionary (AHD), simply enter the word in the file provided. If you do not know the correct spelling, type the first five characters and the AHD will list all words matching the five characters you have entered.

Academic American Encyclopedia. CompuServe offers Grolier, Inc.'s Academic American Encyclopedia (GO ENCYCLOPEDIA) as an easily accessible on-line encyclopedia. The Academic American Encyclopedia (AAE) can be searched by individual terms and returns a list of all matched subjects. You can then work further into the reference list, or work forward by using the cross references provided in the entries. The AAE also features a Background on the News feature that gives a daily digest of news stories and provides entries that can provide further background.

Consumer Reports. (GO CONSUMER) on-line provides specific product/service critiques and reports prepared by the Consumers Union staff. These reports are comparable to those found in *Consumer Reports* magazine. Entries are reformatted to fit in the on-line electronic environment. Reports are listed in four categories: Appliances, Automobiles, Electronics/Cameras, and Home. Reports on individual products are listed in addition to overviews of each product reported on. Reports are arranged alphabetically within each category. Consumer Reports lets you search through its database by typing search information about the products you are looking for into database forms, and then retrieves the corresponding report.

Peterson's College Database. (GO PETERSONS) contains descriptions of over 3,400 accredited or approved U. S. and Canadian colleges. The database is the on-line counterpart to Peterson's *Guide To Four-Year Colleges 1993* and Peterson's *Guide To Two-Year Colleges 1993*. This database lets you work by using menus to sort out universities using a variety of criteria such as locale (state, region), degrees and majors offered, entrance requirements and standards, cost, student body demographics, etc.

Peterson's College Database is a perfect tool for the teenager wanting to quickly screen colleges. It lets you walk in a very clear and concise way through the process of scouting and narrowing down colleges. It also lets you go back and change some of the selection criteria to see what effect changing some of the factors will have.

HealthNet. The HealthNet Reference Library (GO HNT) is an on-line source of health and medical information. The database is accessed through a series of menus that help you narrow the area that you want to search. The menus cover diseases, symptoms, drugs, surgery and procedures, first aid and home health care, obstetrics and reproductive health, and ophthalmology. Each submenu guides you to the appropriate article.

Consumer Reports Complete Drug Reference. (GO DRUGS) provides information about prescription and over-the-counter medicines. You can search for information about a specific drug or a diagnostic test or procedure. There are approximately 700 entries in the Complete Drug Reference, each covering a generic drug or, where appropriate, a drug family. Information in an entry is presented in sections that include description and overview, what you and your health care professional should consider in advance, such as allergies and special diet restrictions, proper use, precautions, side effects, and additional information.

Extended and Premium Reference Services

Beyond the basic level services, which provide a kind of quick reference shelf for CompuServe, the extended services represent a kind of large public library. Before entering these services, you need to have a firm idea of exactly what you are looking for. Since these databases incur both premium time charges and costs for each article retrieved, you are usually not in the position of merely browsing through them.

IQuest. (GO IQUEST) gives you access to over 800 publications, databases, and indices spanning the worlds of business, government, research, and news. IQuest is accessible through the WinCIM Reference menu. IQuest gives you multilayered, menu-based service that continually prompts you for your information needs and then takes your search out over the vast expanse of on-line databases it covers. IQuest is accessed at extended connect time rates. Each individual search and retrieval from the databases involves its own per-unit cost.

IQuest Overview. At the top level, IQuest provides three levels of access: IQuest-I, IQuest-II, and SmartScan. You would use IQuest-I if you did not know exactly which database to search through. IQuest-I walks you through menus to narrow down and specify the database that you will actually search. It starts with a menu of broad topic areas and then narrows the topics to the available subtopics. It will finally let you pick a single database, or allow you to search over the group of related databases organized under that topic. Once it has found the proper database, IQuest-I then prompts you for words to search for in that database. Alternatively, if you already know the database you want, IQuest-II allows you to specify the name of the database and bypass the menus.

SmartScan is the third level available for searching. SmartScan lets you address searches against multiple databases at the same time. The advantage to this is that you can see the results from your search when it is submitted against all the databases in a category. The disadvantage is that you will then have to review the results from all of these databases, which can be time-consuming and costly. Here's the IQuest-I top menu:

* SUBJECT CATEGORIES *

PRESS TO SELECT

- 1 Business
- 2 Science & Technology

- 3 Medicine & Allied Health
- 4 Law, Patents, Trademarks, Brand Names, Copyrights
- 5 Social Sciences & Education
- 6 Arts, Literature, Religion
- 7 Entertainment & Travel
- 8 People
- 9 News

H for Help, C for Commands

IQuest features two types of databases: bibliographic and full text. As you work your way through the menus, the system describes whether the database is full text or bibliographic (or abstracted). Bibliographic databases provide complete reference information for an article including title, author, publication, and date. This is usually enough for research purposes, but many bibliographic databases also provide abstracts (summaries) of articles. If you access an article's abstract, it may eliminate the need to see the entire contents of an article. Indeed, the abstracts are a useful tool in sorting through information, and are frequently valuable pieces of information on their own.

Full text databases provide access to the entire text of an article. Full text can be an added benefit, as you can retrieve all of an article. The full text gives you all the information that you are looking for, but the full text databases are often narrower in scope than bibliographic databases. Many of the full text databases available through IQuest contain industry-specific newsletters.

IQuest Pricing Overview. As an overview of IQuest pricing, the following are the current (2/94) rates for IQuest access:

SmartScan	\$5.00 each
Search	\$9.00 each
Database Surcharges	\$2.00 to \$75.00, depending on the individual database
Abstracts	\$3.00 each
"No-hit" SmartScan or Search	\$1.00 each

When you enter IQuest, it starts a running total of the costs that you are incurring in the present session. All database surcharges are displayed clearly, and you are always given a choice to accept or decline before being charged. So read the screen displays carefully.

Using IQuest. After you have chosen the specific database(s) you want to search, you will then be prompted to enter a search term. The term can be either a single word, a phrase, or a series of terms separated by logical operators (AND, OR, NOT). Wild cards can be specified by using the / (type COMPUT/ for computers, computing, computation, etc.). Do not use common, small words (the, of, for, a, to) or punctuation. Be careful when you enter the term, and be clear up front of the costs involved as you retrieve information. The search will then begin. You will be greeted with a message Scanning, please wait..., which will repeat until the scan is complete. You will then get a tally of the matches that resulted from your search.

Once you begin searching, it is a very good idea to capture the results by activating the capture function in your CompuServe interface or communications package. You can either capture to a printer or to a file, depending on your preference. Either way, capturing gives you a complete snapshot of the search session and can save you time and money as you review the search results as they scroll past.

Once you enter the search term against the chosen database, you will then be charged for that individual search. The system very clearly lays out the charges involved in every search and lets you back away from being charged before you enter the search. Searching for an item is one price, and each individual matched item that you retrieve carries its own charge. These charges vary depending on the underlying database supplier.

It is also important to know that there are terms and restrictions on the use of the information from these databases. From the main IQuest menu you can choose Instructions, which has a section detailing the terms laid down by some of the database suppliers that IQuest accesses. Be sure you know what the restrictions are on using information, and be aware that all of this information is covered by one or more copyrights. Following are the results of IQuest search:

Telecommunications scan results for: TELECOMMUT/

PRESS	TO SEARCH	Results	Format	SourceType
1	*Compendex Plus.....	35	abstract	journals
2	Books in Print.....	13	reference	books
	Buyers Guide to Micro Software	0	full text	multiple sources
3	Computer ASAP.....	915	full text	journals
4	Computer Database.....	921	abstract	magazines
5	Conference Papers Index.....	10	reference	conf. papers
6	Dissertation Abstracts On-line.....	15	abstract	dissertations
7	Inspec (1969 - 1982).....	9	abstract	journals

8	Inspec (1983 - present).....164	abstract	journals
9	Microcomputer Abstracts.....123	abstract	journals
10	Nat'l Tech Info Service.....18	abstract	gov't reports
11	PTS Newsletter Database.....712	full text	newsletters
12	SciSearch (1974-date).....28	reference	journals
13	Trade and Industry Index.....589	reference	journals
P	Previous choices		
H	Database descriptions		
M	Main Menu		
*Good	choice for professional literature.		
A	Additional choices		
H	Database descriptions		
M	Main Menu		
SOS	On-line assistance		

This search has resulted in a large number of matches in many of the available databases. To be practical and economical, it may have to be made more specific. We will deal with time- and money-saving searching strategies later in this chapter.

When you are in the IQuest search section, these are the available commands:

DISPLAY COMMANDS		NAVIGATIONAL COMMANDS	
/PRINT	scrolls text (for printers and capturing to file)	M	return to Main Menu
/CRT	prompts for (return) every 22 lines	B	backup one screen
/VIDEO	same as /CRT. Clears screen between (return)s	L	logoff system
/VT100	same as /VIDEO for VT100 terminals	H	see help
		SOS	on-line human assistance
Ctrl-S	stop scrolling		
Ctrl-Q	resume scrolling		
Ctrl-C	stop scrolling and return to prompt		
Ctrl-T	scrolls text		

It is important to keep these instructions close by. To stop the search after you have entered it, type Ctrl+C. This should send you back to the menu. The navigational commands can be entered at any prompt. Also note that one of the options is SOS—On-line human assistance. If you get stuck in IQuest you can generally reach a live operator who can support you in getting back on track.

To move further into the specific database, choose the menu number next to it. When you do that, you move to the next level, submitting the search once again against this specific database. This produces the familiar Scanning, please wait... message as your search is submitted to another, more specific level. Once the search is completed, the system displays heading information about the first 10 or 15 matches. Here's the IQuest Review screen:

```
PRESS      TO SELECT
1  Review results again
2  See abstracts
4  See additional headings
5  Start a new search / return to scan results menu
6  Leave System
H  for Help, C for Commands
```

You can now see the actual results of your search by choosing 2—See Abstracts. Optionally, you can get more titles by choosing 4—See additional headings. If you choose this, you will access the database and have to wait for more articles to be retrieved. Selecting 5—Start New search/return to scan results menu—takes you back to the menu where the initial results of the search were displayed. You can keep the initial search available as you search through each of the databases individually. When you choose one of the last two options, you will be prompted with the message *By making this selection, you will not be able to retrieve any more results from this database without resubmitting your search request. Do you still wish to proceed? (Y/N):* This makes sure that you really want to abandon that specific search at that level.

Once you have retrieved a record or records, you have additional options for obtaining a photocopy version of the entire article for which you have found an abstract. A number of the database providers offer this service. You are offered the chance to get a photocopy reprint of the article. This can be mailed to you within several weeks for \$18.00 for each article. Express service, using Federal Express, costs \$42.00 for each article.

IQuest is an incredibly powerful resource. Being able to access and search hundreds of databases across a wide spectrum of interest areas and topics can bring the world's information resources literally to your doorstep. When you enter IQuest, you must always be aware that you are actually accessing a large body of different databases that are owned by different providers and are located in various physical sites. Although the access is direct, it is not immediate; while the menu structure can make searching seem easy, the sheer size

of the overall system can make it challenging to pull out specific, useful information in ways that are economical and efficient. These are professional-caliber information bases and need to be treated as such. Otherwise you could incur considerable time and expense in learning the system.

Knowledge Index. Knowledge Index (GO KI) is a relative newcomer to CompuServe. You access it from the main Reference menu. A partnership with Dialog, Knowledge Index offers flat rate premium pricing for access to a large subset of Dialog's professional research databases at off-hours. Knowledge Index is available 6:00 p.m. to 5:00 a.m. Monday through Thursday and 6:00 p.m. Friday to 5:00 a.m. Monday—user's local time.

Knowledge Index gives you access to over 50,000 journals on a wide variety of topics. Many Knowledge Index databases have the complete text of articles available on-line. If there is only a citation available, the service has a document ordering capability. When an article is ordered, a printed copy will be mailed or faxed to you.

Like IQuest, Knowledge Index offers two methods of locating information in its databases. You can choose to use a menu-based version that takes you step by step through a search. The menu system works through the available subject areas and will then let you search for a topic or keyword. Alternatively, you can skip the menus and use a command-driven interface. You can always switch from one method to the other.

Knowledge Index basically represents a subset of the databases available through IQuest. Knowledge Index lets you access large scale reference databases without all the expense and intricate knowledge needed for accessing it that a professional reference database such as IQuest requires. Knowledge Index is a good way for a novice to gain experience in working with large reference databases. It is also good for someone who needs to do in-depth research only occasionally. By using its menuing interface, the system walks you through the setup and execution of searches.

Chapter 13, "The Best Places for Business," covers using the Knowledge Index databases for business. Also, go to the CompuServe Help forum (GO HELPFORUM) and download the Knowledge Index title information. Also, look in the Reference Help library there. This lists the detailed contents of the Knowledge Index databases.

Demographics and Government Information

One specialized area of interest with a good deal of coverage in on-line databases is government statistics. These statistics can be valuable for doing marketing research, strategic planning, or as an aid in participating in local, state, or even national government. GO DEMOGRAPHICS brings up the Demographics/Government menu.

In addition to the government's own statistics that are available on-line, there are various private concerns that interpret and package statistics in forms that are more desirable and usable, particularly to people in business. These include the Business Demographics Database and the Supersite. For a more detailed look at how demographics suit business needs, see Chapter 13, "The Best Places for Business."

The demographics section has a special set of definitions for demographic areas. Most of the reports from this section can be specified by using any of the standard demographic divisions: ZIP code, census tract, county, state, Standard Metropolitan Statistical Area (SMSA), metropolitan area, ADI (Arbitron TV Markets), DMA (Nielsen TV Markets), or entire U. S.

Under the Demographics and Government Information option, you have access to the following databases.

Business Demographics. A service of Market Statistics, a division of Bill Communications, Business Demographics (GO BUSDEM) gives you access to two specialized reports on business activity in a given statistical area. These reports show the breakdown of business activities reported in the area. The Business to Business Report includes information on all Standard Industrial Classification (SIC) categories. The reports provide the total number of employees in each category for a designated geographical area. The second report is the Advertisers' Service Report. It includes data on businesses that comprise the SICs for Retail Trade (categories 52-59). Each report breaks down the total number of businesses in relation to company size for each specified geographical unit. Both reports cost \$10.00 for each area for which the report is submitted.

Business Demographics can give you important information if you are looking at starting a business in an area, or if you are looking to expand your existing business into an area. Business Demographics reports can supply you with valuable competitive intelligence information about an area. It can tell you whether an area is being adequately served for a given type of business

(e.g., are there a sufficient number of plumbing and heating contractors in the area?). It also gives you a profile of the available workforce in an area.

Cedata. Cedata (GO CENDATA) is the U. S. Census Bureau's on-line access point for a wealth of government statistics. Cedata provides the complete set of U. S. census data, along with detailed breakouts of genealogical and other population-related information. It is also a clearinghouse for information from the Census Bureau's public relations department.

Cedata lets you easily access a large body of data related to commerce and finance. It includes complete reports on federal reserve monetary figures, manufacturing, wholesale, retail, agriculture, construction, and foreign trade. Cedata lets you access all the reports by menu, and can be a treasure trove for anyone looking for in-depth government statistics.

Census data is useful in putting together marketing plans—demographic breakouts are an important component of planning consumer marketing strategies. Financial and monetary system data available here can be extremely valuable in planning investment strategies. Likewise specific industry data can help you spot trends and turn this information into a valuable investment planning tool.

Supersite. The Supersite (GO SUPERSITE) is a census and demographics service available only to those with the Executive option. The Supersite is provided by CACI Inc. The service lets you access 20 different demographic and economic reports based on the 1990 U. S. census data.

The Supersite lets you specify the demographic area you are targeting. It gives you 10 specific breakdowns, including an option to specify a latitude, longitude, and radius to sweep out a circle from which you can derive demographic data.

Once you have specified the area, the system gives you a menu of available reports and their accompanying price. You can then order up to five reports at a time. Following is the Supersite Demographic Reports menu:

Enter choices, separated by commas: 1
DEMOGRAPHIC REPORTS

1990 Census Profile:
1 Population (\$45)
2 Housing (\$45)
3 Race: White (\$25)
4 Race: Black (\$25)

1990 Census Profile (cont'd):
12 Socioeconomic (\$45)
13 Age by Income (\$45)
14 Income (\$45)
15 Summary by Race (\$25)

5 Race: American Indian (\$25)	16 Detailed Age (\$45)
6 Race: Asian/Pacific Islander (\$25)	Miscellaneous:
7 Race: Other Races (\$25)	17 1980-1990 Comparison (\$45)
8 Population under 18 Years (\$25)	20 Component Area (\$25)
9 Population 60+ Years (\$25)	
10 Hispanic Origin (\$25)	
11 Demographic & Income (\$45)	

The Supersite is intended to be a professional resource. The reports are highly detailed and contain a good deal of specialized information. These reports would be useful in putting together many different kinds of plans: sales and marketing, political campaigns and other political/social activities, real estate development plans, or as background in lawsuits and litigation.

The Supersite is also the basis for several other demographic reporting options that are available. The Neighborhood and U. S.-State-County reports provide a more in-depth profile of current demographic areas providing, for example, detailed lifestyle analysis discussing gift buying and leisure activities that would be common in a search area. Other analysis gauges political and social activity. This database breakdown is ideal for putting together advertising and marketing campaigns, as it allows you to predict consumer behavior from the results of the extensive consumer habits surveys that the database is based upon. These reports carry a \$10.00 surcharge per area.

Commerce Business Daily. The Commerce Business Daily database (GO COMBUS) includes the full text of U. S. Commerce Department publications. It lists all significant federal contracts, requests for proposals, and other data related to government contracts. It is a valuable resource for anyone looking to do business with the U. S. government.

Commerce Business Daily carries transaction charges in addition to CompuServe base connect rates. Each search costs \$2.00, with additional titles (in groups of 10) costing \$2.00, and with full listings selected from the titles also costing \$2.00 each. You can retrieve listings by entering subject words, sponsoring agency, ZIP code of sponsoring agency, or announcement type as your search criteria.

To use this database, you select the most appropriate criteria for your search—subject, sponsoring agency, ZIP code of sponsoring agency, or announcement type. Choose the subject option if you're looking for all listings on a particular topic. You can then narrow the search as needed. The results will be displayed as specific descriptions of available contracts, including contact information.

National Technical Information Service. The National Technical Information Service (GO NTIS) on-line library of abstracts and other government publications is yet another U. S. government-sponsored treasure trove of information. The NTIS lists all the papers published as a result of U. S. government sponsorship, and all the other publications resulting from the government's activities. The NTIS is said to publish 90,000 new items per year. This body of information includes a great deal of significant research in all fields of science and technology. NTIS uses the IQuest system for access, so it uses the same interface and search criteria conventions.

The NTIS system covers a massive amount of information. Much of it regards scientific and technological development and engineering projects, although it also involves information generated by studies of commerce and agriculture, and a broad spectrum of other specialized topics. NTIS information would be valuable in researching new product development plans or in getting an overview of what kinds of information a given market sector generates (e.g., dairy farming and production). The database is so massive that practically any nonfocused search will pull up hundreds of citations. It is important to know that all the NTIS information is available in printed format by contacting the NTIS, U. S. Department of Commerce, 5285 Port Royal Road, Springfield, VA 22161. Telephone: (703) 487-4650. The NTIS also can send you specialized catalogs of available information.

Information USA. Here is a truly original piece of work. Matthew Lesko's Information USA (GO INFOUSA) is a well-known source of how to get information from the government. In its on-line incarnation, Lesko's Information USA proves to be a valuable guide for finding government grant programs, for learning how to prefile for a patent for \$6.00, and for providing a perspective on how to deal with the government on a solid footing.

Mr. Lesko makes the case that the government belongs to the people and then shows how to get government agencies to serve you in the way that you need. Here, Lesko's book is presented in an interactive, on-line format to let you use menus to access the various sections. Information USA is an excellent guide to putting some of the information available in the Demographic/Government section to good use. A more detailed look at Information USA is available in Chapter 13, "The Best Places For Business."

Government Publication Catalog. Finally, we come to a catalog of government publications (GO GPO). This is an on-line version of the U. S. government's publications. The catalog is divided by government department and lets you choose a department and then lists the titles of each publication

available. You can then read the detailed catalog information, including price and ordering information. There is also a section that breaks out the reports that are of most interest to consumers—reports on automobiles, health and fitness, energy conservation, and consumer notes.

The government publication catalog is a convenient source for getting the large body of information that the U. S. government makes available. You could use this database to find guides on specific interest areas, such as energy conservation, agriculture, or even information about government programs to help small businesses trade abroad.

Magazine, Computer, Business, and Health Databases

All four of these services can be combined as they come from the same provider (Ziff Communications), use the same basic interface, and are organized under the same basic idea: a large database consisting primarily of fulltext articles from a wide variety of popular publications in a given field. All are updated weekly.

Each of these specialized database services lets you use a menued interface to gradually narrow your searches so that you can retrieve the desired information in a manageable way. When you enter each database, you get a menu such as this one:

START A SEARCH for Articles

- 1 Key Words (words in article titles, subject headings,
company or product names)
- 2 Subject Headings
- 3 Company Names
- 4 Product Names
- 5 Publication Names
- 6 Publication Dates
- 7 Article Types
- 8 Words in Article Text

9 RETRIEVE an Article by Reference Number

From here you can begin to search for an article. It is best to start by searching for a keyword. It is also helpful to know a publication name, or names, and also to be able to narrow the date range for the search. Given the size of these databases, it is certainly necessary to narrow the searches. Fortunately, the database access always gives you an option to "Narrow the Search" by adding more terms. Conversely, if you make your search too specific and do not get enough results, you can also "Widen the Search" by removing search terms.

These are the important commands to remember when using these databases.

- You display articles one screen at a time by pressing Enter at each ! prompt.
- Type **S** to Scroll the article (display continuously without having to press <Enter> at the end of each screen).
- Type **D** to Download the article.
- If you selected more than one article, you can jump to the Next article (if there is one) by typing **N**, and to the Previous one (if there is one) by typing **P**.
- Type **B** to page backward.
- Type **M** to return to the Article Selection Menu.
- Type **H** or **?** at the prompt for a description of commands.

The Escape key at the menu will move you back one level. Ctrl-C will stop article display, and will also move you back one level from a menu.

Database access involves a \$0.25 per minute surcharge. Fulltext article displays/downloads cost \$2.50 each, fulltext displays/downloads with no abstract are \$1.50 each, and abstracted article displays/downloads are \$1.00 each.

Computer Library. Ziff Communications' Computer Library (GO COMPLIB) consists of three separate databases: Computer Database, Support On Site, and the Computer Buyer's Guide. You access it from the Reference menu. Each gives you access to a specialized body of information revolving around computer topics. Overall, the Computer Library gives you access to a large, easily accessed, and timely body of computer information. It can aid you in selecting new products for purchase, answer computer industry-related questions, and help solve computer problems with information (and software in some cases) supplied by the vendor.

Computer Database Plus (GO COMPDB) gives you access to computer-related articles from more than 230 magazines, newspapers, and journals. It contains fulltext and abstracts of news, reviews, and overviews in areas such as hardware, software, electronics, engineering, communications, and the application of technology. Fulltext publications include *PC Week*, *PC Magazine*, *Macweek*, *InfoWorld*, and the Newsbytes news service. Publications in abstract

form only (no fulltext) include *Computerworld* and *Computer Reseller News*. Coverage for most publications begins with January 1987. The database is updated weekly.

Support On Site (GO ONSITE) lets you retrieve the advice and updates from a database that contains material from technical newsletters, books, and manufacturers' documentation. Support On Site is a centralized resource for getting help with computer problems and for accessing software updates that you can download and use. Support On Site contains extensive product information from Microsoft, Lotus Development, WordPerfect, Aldus, Borland International, and drivers for Hewlett-Packard printers.

The Computer Buyers' Guide (GO COMBPG) is a service that lets you use CompuServe to select and shop for computer products. The guide is composed of two complementary parts: Computer Directory and Ziff Buyers' Market.

The Computer Directory lets you find listings for products and manufacturers in the computer and telecommunications fields. The directory walks you through a series of menus that let you specify product category, words in product listings, manufacturer name, and product name. Using the directory, you can gather listings of available products selected from a mix of criteria. This can be valuable if you are shopping for a specific product and want to get an overview of all the products available in a market. You can also use the directory to get all the information on a single vendor's products. Once you narrow the search criteria, you get a listing of products. The listing provides detailed information for each product.

Ziff's Buyers Market lets you directly access catalog information from over 100 direct sales (mail order) vendors. You can work through menus to specify exactly what you might want, and then shop for low prices among vendors. Categories include computer systems, storage devices, printers, monitors, modems, input devices, boards and components, software, and networks. When you finally reach a specific item from a specific vendor, you can get all the detailed information about the vendor, its shipping and purchasing procedures, and available warranties. Using the Buyer's Market is the fastest way to sort through and shop for computer equipment.

Magazine Database Plus. Magazine Database Plus (GO MAGDB) lets you retrieve fulltext articles from more than 130 general-interest magazines, journals, and reports. Every article contains the full text. The database contains

publications as diverse as *The Nation* to *National Review*, from *Car and Driver* to *Parents' Magazine*, from *Cosmopolitan* to *Playboy*, from *Woman's Day* to *Working Woman*. Articles here cover current events, science, sports, people, personal finance, family issues, arts and crafts, cooking, education, environment, travel, and book and movie reviews. Coverage for most publications begins with January 1986. The database is updated weekly.

Magazine Database can be a useful resource in researching and tracking trends in popular culture. The database also covers many important sources of literary and artistic criticism and provides a rich body of background on current political and social events.

Business Database. Business Database (GO BUSDB) presently consists of over 1.1 million articles from over 1,000 separate business magazines and industry newsletters. The database is divided into two parts: magazines and newsletters. The magazine section contains general business publications (*Fortune*, *Forbes*, *The Economist*), hundreds of industry-specific publications, and various local and regional business publications. The newsletter section contains totally specialized information across the spectrum of commercial interests.

Business Database is a good source for obtaining background information for strategic planning. It can help identify trends for marketing planning and can also give you commentary about both industry-specific developments and an insider's spin on news and current events.

Name/Address/Telephone Directories

Another valuable set of reference services on CompuServe lets you access nationwide directories for finding information about both individuals and businesses. These databases can be useful for putting together marketing mailing lists or simply in finding a phone number for someone in another state. There are several databases available here.

Dun's Electronic Business Directory. The Dun's Electronic Business Directory (GO DYP) is a product of Dun & Bradstreet and is available from the Reference Resource menu under the Name/Address/Telephone section. The directory contains information on more than 8.5 million businesses and professionals in the U. S. Records cover both public and private companies of all sizes and types. The information available for a company includes its name, address, telephone number, type of business, SIC code, number of employees, Dun's number, industry, and city population. You can search the

directory by a number of criteria: company, product/service, primary or secondary SIC code, city, county, SMSA code, state, telephone number, ZIP code, or number of employees. You can continue narrowing the search until you have reached the desired group that you want to find. The Dun's Business Directory carries surcharges for each search: each search, which retrieves up to five companies, costs \$7.50. Additional companies, in groups of five, cost \$7.50. There is a \$1.00 charge for a search that retrieves no companies.

Dun's Business Directory gives you access to a good bit of information about a company. If you have a small business and you receive an order from a company you do not know, you could look it up in Dun's Directory and find out something about the company's line of business and its size. This is a good start toward being better able to service this new customer.

Phone*File. Phone*File (GO PHONEFILE) provides electronic access to telephone and address information for over 80 million U. S. households, and contains consumer data that includes name, home address, phone number, and length of residence. Listings can be retrieved from the Phone*File database by searching by name with address; by name with ZIP code, city, and/or state; and by telephone number.

The information contained in Phone*File is obtained from public records and other published information. Sources include "white pages" telephone directories, published birth announcements, real estate transactions, and information available from public agencies. Length of residence information is derived by determining the number of years a household record remains unchanged on the Phone*File database.

Phone*File information can be valuable in putting together mailing lists for new residents in an area. This can be used for sales and marketing. Phone*File lets you do the kind of research that numerous other information brokerage services make available. Phone*File lets you bypass the middleman if you are looking to collect this kind of residential information. Otherwise, it acts as an on-line, nationwide white pages, letting you pull up the telephone number and address of anyone with a listed phone number anywhere in the U. S.

Phone*File is available Monday through Saturday from 6:00 a.m. until 2:30 a.m. EST, and Sunday from 10:00 a.m. until 8:00 p.m. EST. Access carries a \$15.00 per hour surcharge over extended rates.

Biz*File. Biz*File (GO BIZFILE) gives you access to a database of over 10 million U. S. and Canadian business listings. It includes business name, address, phone number, and length of time the particular business has been listed in

the yellow pages. Listings can be retrieved from the Biz*File database by searching by company name, by company phone number, and by the type of business.

Biz*File gives you a simple but effective means to search for all the companies in an area that fall under a specific heading. The headings follow those found in the Yellow Pages. It can be valuable for amassing mailing lists for direct sales or marketing. It is also valuable as a Yellow Pages for both the U. S. and Canada, letting you look up addresses and phone numbers on-line.

Marquis Who's Who. Marquis Who's Who (GO BIOGRAPHY) includes biographical information describing key North American political, business, civic, and philanthropic leaders. The individuals profiled provide most of the information. The information available in a biography includes name, occupation, date and location of birth, parents, spouse, and children's names, education, positions held during career, civic, military, and political activities, memberships, awards, and other affiliations.

You can retrieve biographies by entering a profiled person's name; year, city, state, or country of birth; occupation; creative works; awards/honors; or military service as your search criteria. Retrieving Who's Who information lets you do high-level profiling of individuals for sponsoring civic activities, participating in charitable or philanthropic events, or as background in different types of strategy and marketing reports.

Search Strategies To Minimize On-Line Time

When you are using on-line reference databases, you are presumably searching for specific information. The major part of this search process is narrowing the search—making it as specific as possible to find the information. The other part of the challenge involves making sure the search is not too specific. A search that is too specific risks missing a valuable piece of information. So you are always walking a tightrope between performing searches that are too broad and those that are too narrow.

As always, the object in searching for information is to maximize the value of the information you find and to minimize the price you spend to obtain it. When you need to know something, you must approach it from the perspective that by the time you have logged on to CompuServe, you already know exactly where you are going.

Searching databases is a skill that you acquire through practice. It does not lend itself to an easy recipe for how to be effective at searching. Like the trail guides of old, the greatest strength that experienced on-line searchers possess is instinct—a knack for knowing where to look and what to look for. Effective searching is a function of a variety of related factors, all of which combine to give you the ability to work through databases quickly and effectively.

General Search Strategies

For perspective, here are some specific ideas about developing effective search strategies:

- *Know what is in the database.* Read the introduction or description that is available on-line. This should give you a basic sense of whether this database will be a likely place to find something about which you are interested. Know whether the contents are primarily fulltext, abstracts, or directory listings.
- *Learn the interface.* This is especially important as a time-saver, as it is sometimes easy to get hung up in a section's interface. If you are accustomed to using a windowing interface, the text terminal interfaces that most reference databases use can be disconcerting. The most important thing to remember is *read the menus*. Your options should always be laid out for you, even though there is no consistency among the command sets from one database to another. Remember that M or /M should always move you back to a menu; T or /T should move you to the Top menu; and Ctrl-C will usually "break" the session, stopping a scrolling display and returning you to the menu.
- *Always know how to get out before going in.* And be sure not to hang on the line too long if nothing is happening in a search. These databases are complex systems, and it is unfortunate that your connection can disappear without the system or your communications interface telling you. Do not be afraid to "pull the plug" and disconnect the session. If you have problems, use the database vendor's feedback section, which is how you can register problems and complaints.
- *Learn the "ups and downs."* As you perform research, you generally have the sense of moving up and down through the database. The further down you go, the closer you apparently get to what you are looking for. It is important to keep track of how far "down" you have gone. Once you find something, you may then want to move back to the base

level and change the search, either by removing or adding to it. Keeping track of your relative position makes the search process more productive.

- *Always record your search sessions.* As windowing interfaces become more dominant, it gets increasingly easier to display multiple pieces of information on a single display. When you are searching, keeping track of where you are is a function of having a display of what has already happened in a search session. Some databases have begun to use the Host-Micro Interface, which lets you view the results in a window (if you are using one of the CIM products) and which lets you easily file the data by using the filing capabilities built into the interface software. Unfortunately, the CompuServe interface for most reference databases still uses a terminal screen that can make it hard to refer back in the session more than a few screens. One CIM tip is that you can change the number of “buffer lines”—the lines that are saved as the display scrolls down—to a much larger number than the 100 lines that are the default. This is likewise true of most communications packages that save the screens that have scrolled past. The tradeoff is that saving additional buffer lines takes up disk space. It is usually a tradeoff worth making. You can always send the session to your printer—this ensures that you can always read through the session results to plan further research. But this can waste paper and slow things down, especially if the session gets to be lengthy. Perhaps the best option is to capture the whole session to a file. This way you can print parts of it if you choose, or you can read the file from within an editor or word processor. Of course this is not a perfect solution, because even if you have captured a session to a file, it can be hard to access and read the file. The other benefit to saving the session to a file is that you can begin to build your own reference library this way.
- *Search for topics, not specifics.* All reference databases are indexed. Key information about each entry has been abstracted from articles in the database and entered into a separate part of the file. It is better to pull information from the topical information by which the database is indexed than try to pull information from the whole of the database (using the Search Full Text option). Some on-line references only let you search for topics. Also remember that two or more words together are always kept together and searched for as a term (searching for USER INTERFACE will not find just user or just interface, it will find only instances of the two words together).

- *Be aware of other important search criteria.* These include date (if you can narrow the date range for a search, so much the better) and publication (with most searches you can specify only those publications that you want searched).
- *The time frame and urgency of your search determines the quality of the information you retrieve.* It is a paradox, for example, that the more time you have to search, the less information you will end up with. Conversely, if you only have a short time frame in which to perform a search, you will likely be grabbing large, broad segments of the database because you had inadequate time to plan your search. If you rush, you will then need to further narrow later, and this process may be even more time consuming. The axiom haste makes waste applies to on-line research.

The upshot of the discussion of the time factor is that the quality of the information that you retrieve, and your ability to manage the cost of its retrieval, are in proportion to the amount of time spent preparing the search. Preparation involves all the factors we have discussed: knowing the database contents, having specific search terms, narrowing the date and publication ranges, and having some mastery of the navigation tools.

- *Look for bargains.* In CompuServe, a bargain is anything that you can get at basic level rates. As you browse among the various databases, you may notice where a given publication is available at basic connect rates, but only for the time period that it is current. This is true of a number of the newspapers and magazines available on-line. Once they become "old news," suddenly you have to use one or another of the premium databases to retrieve them. So if you know that you might find something valuable from the outset, it would be a good idea to "get it while it's hot," and build your own database of back issues, rather than paying the premium for searching for it at a later date.
- Finally, we go back to instinct. As logical as the process of database research seems, the experts always seem to rely on a sixth sense to get them the results they want. Instinct really means a willingness to guess or play, as opposed to being strictly logical. Using your instinct means simply following a feeling or a whim. It can be the most useful thing to follow, especially if you are stuck somewhere getting unsatisfactory results.

Specific Searching Recommendations

Now that we have covered some of the theory of on-line research, we can cover specific practices.

- Simplify the search entry by omitting common words such as OF, THE, FOR, AT, BY, TO, etc. Example: SECRETARY DEFENSE instead of SECRETARY OF DEFENSE. Eliminating these extra terms can speed searching considerably.
- Use search terms that are unique and specific. Use DACHSHUND instead of DOG.
- Retrieve all words that begin with the same letters by using a wild card at the end of a word. In most systems, the wild card is the forward slash (/). An example of wild-card searching: COMPUT/ will retrieve COMPUTE, COMPUTERS, and COMPUTING.
- You can use logical operators in searches in most database sections. This means that you can combine search terms in ways that make the search more inclusive (gets more information), or exclusive (gets less). Logical operators include the following:
 - AND makes searches more exclusive and helps to narrow them. For example: ASTROLOGY AND AQUARIUS will retrieve only items that include both of these keywords.
 - OR broadens searches, making them more inclusive. For example: LEONARDO OR MICHEALANGELO will retrieve items that include either term. This is especially helpful when using synonyms, e.g., VICE PRESIDENT OR VP.
 - NOT excludes a term from a search. Example: OLYMPICS NOT SKIING will retrieve all items with the word "Olympic" except those that contain "skiing." NOT is exclusive—this search would ignore an article such as: "Olympic Skiing Sweep - Gold, Silver, and Bronze."

- Group concepts that you want considered together by using parentheses () around groups of words that you have combined with AND, OR, or NOT. Example: NORWAY AND (DOWNHILL OR CROSS COUNTRY) is different than (NORWAY AND DOWNHILL) OR CROSS COUNTRY. The former will retrieve every article that includes "downhill" or "cross-country" along with "Norway." The latter will retrieve information about cross-country skiing anywhere, along with every story about downhill skiing in Norway.

An On-Line Toolkit

Once you have become experienced in on-line research, you need to assemble a toolkit to manage the information that you are acquiring. As you accumulate large quantities of research information, you need to find ways to integrate it into your profession or into your educational or pastime activities. You need to make the step from merely pulling information from databases and storing it randomly to having the tools at hand to track and index the information that you retrieve.

CompuServe's CIM packages give you the capability to file information that you obtain from CompuServe databases. The filing cabinets these packages use are designed to handle only items that come from compatible CompuServe sections—those using the "windowed" or HMI interface. If you are retrieving information from databases that use this interface, filing and retrieving search information is certainly easy. Yet the filing cabinet database that CIM provides is extremely limited, as it does not give you any real search capability—you have to remember where you put things in order to find them. To get more use out of retrieved information, you need to get tools that let you file research results, and then give you the ability to search through them and find what you are looking for.

The first tool is a text database package, which lets you index all the text information you retrieve for quick access. These text packages let you "feed" the contents of your research into the package, building a personal index that then gives you a level of control over its access. There are a number of tools available that fulfill this role. Some are general-purpose text databases, which may provide more features than you might need. Other packages concentrate on organizing the result of on-line research into subject areas, with indexing the text a secondary concern. Still other tools let you take the large number of files that inevitably result from numerous search sessions and place them together for easier access and for better organization.

Other common desktop tools give you ways to integrate search results with personal information. This is another important step, as the information that you find in the course of researching can become valuable background for your projects. As subsequent generations of Personal Information Managers (PIMs) arise, they frequently provide you with ways to attach files that are captured from on-line search sessions to various “folders” that are part of the overall personal management database that they use.

Once you get to the level where you are considering integrating research data into your personal information database, or as part of your workflow, we need to recognize that there is no one answer for how to best work with streams of on-line research data. The best answer now available is that the solution involves a number of tools. Certainly a fulltext manager that indexes the text is an important component. Of course, some systems (UNIX systems in particular) have numerous system-level tools that give you all the document management capability you need, so outside tools are really unnecessary. In the end, the right approach depends upon the environment in which you are operating, and upon how you want the tools to work together.

From Here...

In this chapter, we have covered the heart of using CompuServe—searching for, retrieving, and distributing information. Other chapters give you more detailed information about other related topics:

- In Chapter 10, “Sending and Receiving E-Mail,” you find more about e-mailing information to another member that you find in the news sections or in the forums.
- Chapter 13, “The Best Places for Business,” contains strategies and hints for finding business-specific information in forums, news, and reference sections.
- Chapter 6, “Saving Search Time with the CompuServe Navigator,” tells how to use WinNav to save time and money by working on forum messages off-line.

Chapter 3

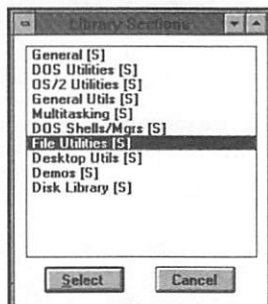
Retrieving and Posting Information

Once you have become familiar with the forums, conferences, and libraries discussed in Chapter 2, you will want to download and upload information using CompuServe. WinCIM and the CompuServe Navigator for Windows (CSNav) can help you do this.

Downloading Files with WinCIM

When you are in a CompuServe forum, you may want to download and view files from the Libraries. To do this, follow these steps:

1. Click the Browse icon from the Forum toolbox at the edge of your window.
2. You see the Library Sections window. In this window, you choose the particular library that interests you. Double-click on the name or choose the Select button. Figure 3.1 shows the Library Sections pane.



In this chapter, you learn about:

- Uploading and downloading files
- Working with compressed files
- Working with graphics files
- Managing your downloaded files



Fig. 3.1

A sample Library Sections window.

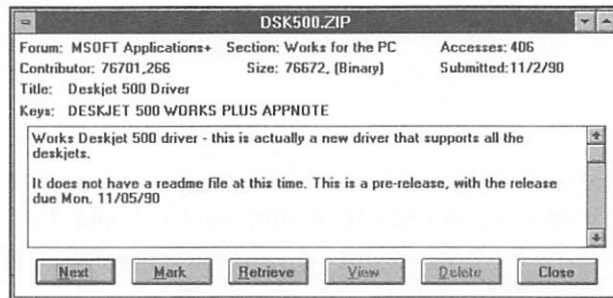
Tip

You can use the up- and down-arrow keys or the PgUp and PgDn keys to move through the list and highlight a particular file.

3. Next, you see a pane listing all the files in that particular library sorted with the most current files at the top. Choose a file to look at in more depth by clicking on Description.
4. You can read the description, which includes information on how many times the file has been accessed, the size and type of the file (binary, text, or GIF), which forum library it resides in, who contributed the file, the keywords, and the description of the file. Figure 3.2 shows an example description.

Fig. 3.2

An example description.



At this point, you have some choices—do you want to download the file, view it, or close the description?

If you choose to download the file, you have two options: to mark the file for downloading later, or to retrieve the file at once.

5. To mark the file for downloading, click on the Mark box. The Save As dialog box appears for you to enter a new name or confirm that you want to keep the same name of the file to download.

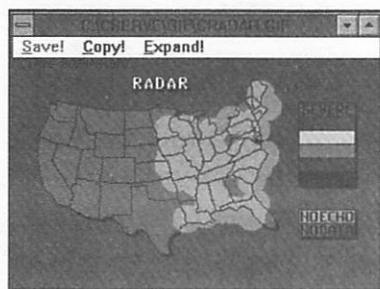
Note

You can mark a file for downloading directly from the Library Sections window by clicking on the box next to the file on the file list. You can later download the files by clicking on Retrieve.

6. To download the file immediately, click on Retrieve. The Save As dialog box appears, enabling you to confirm the name or change the name if you want.

7. Click on OK to begin the download. A small window appears telling you about the status of your download.

In addition to reading the description, marking, and downloading, you can elect to view the file; this procedure works with text and GIF files, but not with binary files. If you are unsure whether you want to retrieve the file, viewing it will give you a chance to preview the file before you decide to download it. Figure 3.3 shows a GIF file being previewed.

**Tip**

You can minimize the downloading window and continue working in WinCIM or in another application.

Fig. 3.3

A weather map GIF file.

Uploading Files with WinCIM

From time to time, you will have files that you will want to upload. Shareware authors often want to upload their latest programs; others may want to upload text files. Most CompuServe forums welcome contributions.

Caution

You must own the rights to all uploaded files, either as the creator of the items or as your own shareware. Public domain information is fine to upload.

To upload a file, click on the Contribute icon in the ribbon, or click on Contribute in the Library menu. The Library Contribution dialog box opens (see fig. 3.4).

Tip

It takes longer for the file to download if you are viewing it during the download; this is especially true for a GIF file.

Tip

Uploading is free of CompuServe charges!



Fig. 3.4

The Library Contribute dialog box used for uploading files to a forum.

You are asked to fill out the contribution form as follows:

1. Fill in the field labeled **File Name**. The cursor should already be flashing in the box. If not, click on the box. You should enter the full name of the file, including the path as it exists on your computer. You also can use the File Name button to enter the name. Press Tab to move to the next field, or use the mouse to click the next field.
2. You have three choices for the File Type field: binary, text, or GIF. Remember, you can click on the small down arrow at the side of the box to see the choices.
3. Into the Destination Name field, enter the name as you want it to appear in the Library. Usually, this file name is the same as the original.

Note

CompuServe can only accept file names that have six letters, followed by a dot and then three letters like this: *skates.zip*. Most computer users are used to an eight and three configuration.

4. Next, you choose the particular forum for the file. If you are currently in a forum, that forum is the default. Click on the down arrow to see your choices (which are all of the forums that you have joined) and select one.
5. The next step is to give the upload a descriptive name in the Title field. This name should be the short title that appears in the file listing. It should be descriptive, clear, and precise. If the file is software, you might want to mention the version number, and remember to click on binary. If it is a graphic, click on GIF.

6. The next field, Keys, is for entering up to six keywords. You might use descriptors such as *software*, *database*, *Windows*, or *utilities*. These words enable others to search for your file in several ways. Make the words specific and clear. Enter them using semicolons between the keywords. Normally, you should enter three to six words, but more can be entered.
7. In the next field, Library Section, identify the library section where you want the file stored. Use the down arrow for choices. Press Tab to move to the Description pane.
8. The Description pane enables you to enter a short narrative about the file. It is from this text that others decide whether to download your file. The description should be interesting, factual, and concise.
9. At this point you can click on OK to upload the file, or you can cancel the transaction.

When you have completed the contribution form and uploaded it, the file goes to a holding area so that it can be reviewed by the SYSOPs. They will check the file for its suitability for a particular forum. In addition, if the file is a program, they will check to be sure that the file runs properly. All files are checked for viruses before they are moved and made available to the other forum members. This process normally takes 24 to 48 hours.

Tip

You can get help with procedures by clicking on the Help button, or clicking on the ? at any time.

Using the Navigator for Windows To Download

The CompuServe Navigator for Windows can automate some of the down- and uploading you might like to do. It saves connect time by using scripts for logons and for off-line mail reading and writing.

Note

See Chapter 6 for full directions on using CSNav.

Using CSNav To Download and Upload Files

CSNav is an auto-access, auto-navigation program for Windows users that enables “flash-on flash-off” file and message processing. Essentially, you can prepare all your work off-line, and then have CSNav get on-line, automatically perform several functions, and then sign off.

Tip

CSNav is supported in the CSNav-Win Support forum, where you can get advice, tips, and helpful files.

To automate your downloading activities, you need to create a script using the two windows that appear on-screen when you start CSNav. After you create your scripts, ask CSNav to run the scripts.

Troubleshooting

When I try to upload a file, I keep having trouble with the file name.

Remember that CompuServe only allows you to have six letters, a dot (period), and then three letters as the file name. This is different from the naming conventions of DOS, Windows, and Macintosh.

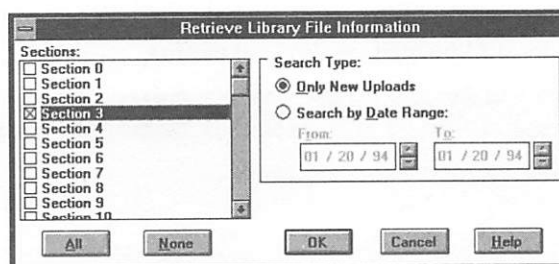
Retrieving Abstracts from Forum Libraries with CSNav

CSNav enables you to obtain file abstracts from the various forum libraries. You can look at the abstracts off-line to discover whether there are any files that you might like to download. To download abstract and read them off-line, follow these steps:

1. For any forum, click Retrieve to open the Retrieve Library File Information dialog box (see fig. 3.5). In this dialog box, you identify the sections you want to search, and you define your search by type and date.

Fig. 3.5

The Retrieve Library File Information dialog box.



2. To choose the sections you want to search, click on the box next to the section name.

3. Next, click on either the **Only New Uploads** or the **Search by Date Range** button. If you choose **Only New Uploads**, you see only the recent uploads. If you choose **Search by Date Range**, enter beginning and ending dates in the **From** and **To** fields.
4. To change the sections you have chosen, click on the check boxes individually or click **All** or **None**.
5. Click on **OK** to run the script, or click on **Cancel** to abandon the search.

As the script runs, the library abstracts are shown in the Session window. An example of the Session window is shown in figure 3.6.

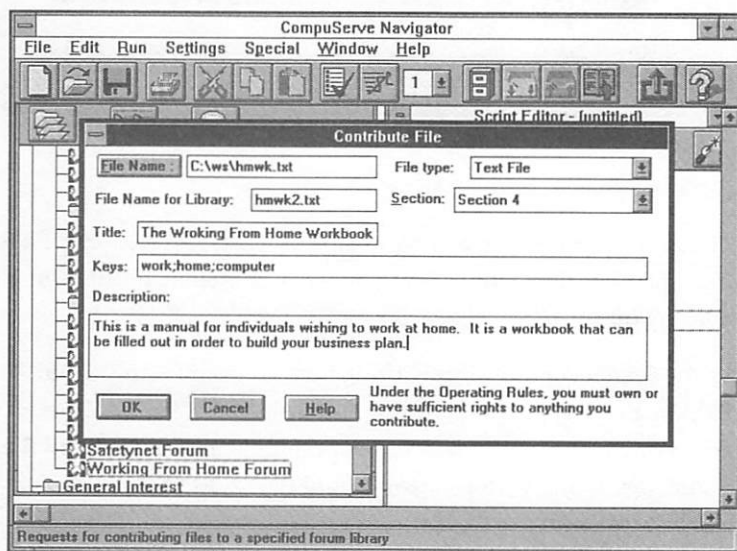


Fig. 3.6

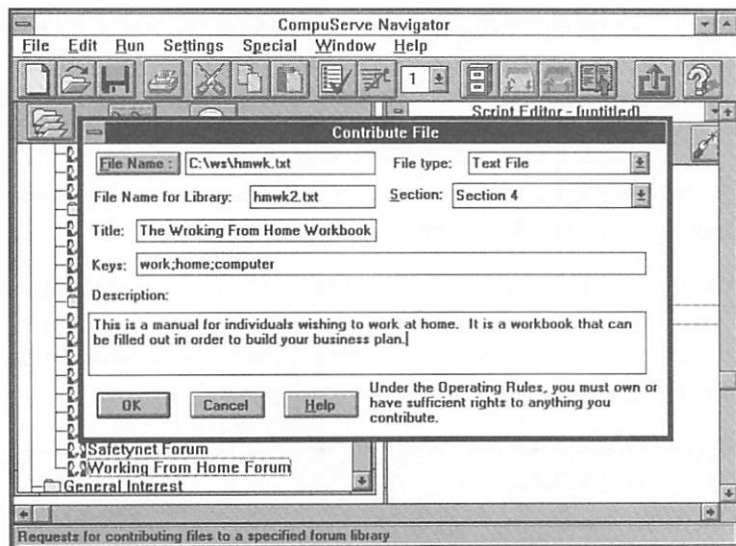
A sample Session window showing the progress of a download of library abstracts.

After you have downloaded the abstracts, you can browse through them to see whether there are any files of interest. To read the description, double-click on the icon next to the file.

To mark a file for downloading, highlight it with the bar or click on the file name. Then click on the Retrieve symbol. You can continue to browse the lists, and when you have finished identifying files, run the script to download the marked files.

You can also obtain a set of library file abstracts by using the Search Library button from the Library commands in the Script window. Click on the Search symbol, and click on **All** as seen in figure 3.7.

Fig. 3.7
The Search Forum
Library dialog box.



To set up a search, follow these steps:

1. The **Search Sections** area of the dialog box lists the sections of a forum library. Select the sections that you want to include in the search by clicking on the check boxes.
2. In the **Search For** area of the dialog box, you can fill in the **File Name** field in a variety of ways. You can use wild cards, such as * for all characters or ? for a single character. For example, to search for all file names beginning with *win*, you would type **win*.***.
3. If you know the name of the contributor, you can fill in this field. Click on the **Contributor** field and enter the forum member's CompuServe ID. If you have filled in the **File Name** field with ***.***, you will find all files submitted by that contributor.
4. You can also search by keyword. You can enter one or more keywords (separated by a semicolon) that are contained in the file.
5. In addition to the criteria mentioned, you also can define a range of dates for the search using the **Date Range** area. This feature is useful if you want only recent files, or if you know that the file was made available, for example, before June 1993, but after January 1993.

Tip

If you use more than one keyword, CompuServe will only look for files that contain both words.

6. When you are satisfied with your selections, click on OK, and then run the script by clicking on the Run icon in the toolbar.

Uploading with CSNav

The process for using CSNav for uploading is very similar to the process for uploading in WinCIM. The biggest difference is that you will be working off-line with CSNav.

To use CSNav to upload a file, follow these steps:

1. In the Library Commands window, click on Contribute Files. The Contribute File dialog box appears (see fig. 3.8).



Fig. 3.8

The CSNav Contribute File dialog box, which is used for uploading files to forums.

2. In the File Name field, enter the name of the file as it appears on your computer including the full path and file name, such as **c:\program\test.zip**. You can use the File Name button to locate the file.
3. In the File Type field, choose binary, text, or GIF.
4. In the File Name for Library field, enter the name that you want the file to have on-line in the library section.

Caution

Remember that the file name can have no more than six letters before the dot and must have three after the dot.

5. Next, identify the Section of the library in which you want the file to be maintained.
6. In the Title field, enter a descriptive title for your file.

7. In the Keys field, enter two to six descriptive keywords, separated by semicolons. These are the words that other users will be searching for when they are looking for specific files.
8. Use the Tab key to move to the Description area. Make a summary entry for your file. Tell as much as you can about the file to help others decide whether they would want to download it.
9. Click on OK when you are finished and run the script.

Note

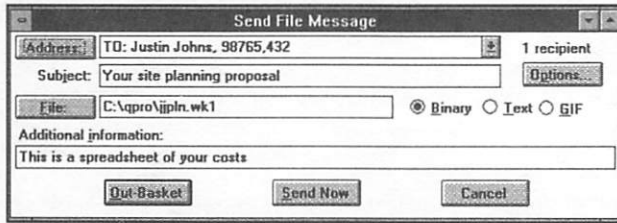
CompuServe enables users to use a variety of modem speeds for their connections. A faster modem may make your downloading and uploading more efficient. If you are planning to do much downloading, you may want to investigate the charges for using a faster modem on some of the long distance services and access networks.

You can use the CSNav Scheduler feature to schedule a script to run at a specific time, or on a regular schedule. This feature is particularly useful to business users who can schedule sessions when the phone lines are free and the rates are lower.

Uploading Files Using E-Mail

In addition to traditional uploading, CompuServe will let you send a file by way of e-mail. CompuServe enables you to send an existing binary or ASCII file to other CompuServe users. To do this, follow these steps:

1. Choose Send File from the WinCIM pull-down Mail menu. The Recipient List dialog box appears. You can choose someone from the Address Book, or you can enter the information directly. When using an Address Book entry, click on the name to highlight it, and then click on Add. Next click on OK.
2. What will happen: the Send File Message dialog box appears to enable you to enter the subject, to identify the file name to send, and to choose the options button.
3. Next, fill in the Subject field with a phrase that describes the message.

**Fig. 3.9**

The WinCIM Send File Message dialog box.

4. Click on the **File** field and enter the name of the file you want to attach to the message. Be sure to include the full path and file name, such as **c:\qpro\jjpln.wk1**.
5. You also need to designate whether the file is binary, text, GIF, or JPEG. Binary files are those files in which data is stored in an eight-bit binary format, such as most word processor and spreadsheet files and executable programs. (Executable files are those with an .EXE or .COM file extension.) GIF files are image files (these are explained in more detail later). Click the appropriate file type button.
6. Add any comments in the **Additional Information** field, which might include information about the file type, how to use it, message to the recipient, and so forth.
7. Click on the **Options** button to display the Message Options dialog box (see fig. 3.10). You can choose **Receipt** to receive an electronic receipt message when the file has been received by the addressee. You can choose the **Importance** of the message, the **Sensitivity**, the **Release Date**, and an **Expiration date**.
8. In **Options**, you can also choose to have the recipient pay for the message, to split the costs, or to pay for the charges yourself. Click on **OK**.

Caution

Text messages can remain in the recipient's mailbox up to 90 days before they expire, but binary files expire after 30 days.

9. Finally, you can choose to place your message in the **Out Basket** to be sent out later, or to **Send Now** for immediate transmittal. If you choose to put it in the **Out Basket**, you can send it out later, or when you send and receive all mail.

Tip

The size limit for these files is two megabytes, and some size restrictions may apply with non-CompuServe addresses. Click on the **Go** icon, type **MAILHELP**, and select **Sending and Receiving Messages** for current information on files and sizes.

Tip

For further information about e-mail, see Chapter 10.

Type	PC Creator	PC Extractor	Mac Creator	Mac Extractor
.ARC	ARC	ARCE	ArcMac	MacARC
.ARC	PKARC	PKXARC		Stuffit Deluxe
.ARJ	ARJ	ARN		unArjMac
.LZH	LHARC	LHARC	Lharc	
.LZH	LHA	LHA	MacLHa	MacLHa
.ZIP	PKZIP	PKUNZIP	MacZip	UnZip
.ZIP	Info-Zip	Info-Zip	Unzip	Stuffit Deluxe

Note

Almost all the programs mentioned for the PC are available in the IBMSYS File Utilities Library 6. Many of the Macintosh programs are available in the MACCOM Forum Library 4.

WinZIP is a shareware utility that enables you to extract files with ZIP, ARC, LZH, and ARJ compression formats. Locate WinZIP by going to the IBMSYS Library. Other compression programs for a variety of platforms are available:

Platform	Program
Apple II	APPUSER
Atari	ATARIP
IBM OS/2	IBMSYS and OS2USER
Amiga	AMIGAU
NeXT	NEXTFORUM
UNIX	UNIXFORUM

Tip

You can go to any forum by clicking on the GO icon (stoplight) and typing in the name of the forum.

Working with Graphics GIF and JPG Files

Some of the files you might be interested in downloading are image files in the binary GIF format. GIF stands for Graphics Interchange Format, and it is the standard graphics format used by CompuServe. GIF files can be pictures, weather maps, drawings, and the like.

From time to time, you also will encounter files with .JPG as the file extension. You can download these highly compressed images using the binary format.

You can view graphics files before you download them using the View button. If you are using a slow modem, it takes some time for the image to appear on-screen. Many users prefer to read the descriptions carefully, and use CSNav to quickly download the image. The images can then be viewed off-line.

Managing Your Downloaded Information

WinCIM has a powerful file- and message-management system, the Filing Cabinet, that you can access through the Mail menu or by clicking on the File Cabinet icon. To look at some of the ways to manage your files once you have downloaded them, follow these steps.

1. Click on the Filing Cabinet icon. The Filing Cabinet dialog box is displayed (see fig. 3.11).
2. WinCIM automatically creates two file folders called Auto-Filed and General. The Auto-Filed folder is where your messages are stored if you have requested this in your mail settings. General is a folder into which you can put all your miscellaneous messages. Open the General folder by double-clicking on the item or by clicking on the **O**pen button.
3. You can open a new folder at any time. You might, for example, want a new folder to group messages and files regarding a project or company. To create a new folder, click on **N**ew. The Add New Folder dialog box appears (see fig. 3.11).
4. Enter the new folder name and click OK.

Tip

Folder names can be changed by clicking on Special Preferences, Mail Preferences, and putting in your own entry in the Folder box.

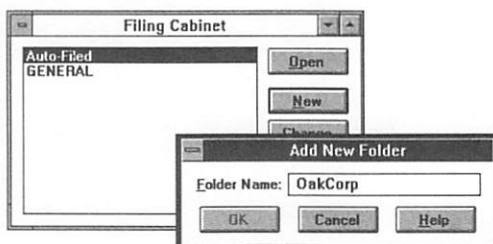


Fig. 3.11
The Filing Cabinet
and Add New
Folder dialog
boxes.

From Here...

You may want to investigate the following:

- Locating Information in Chapter 2, "Using Forums and Locating Information."
- Finding business information in Chapter 13, "The Best Places for Business."
- Using CSNav in Chapter 6, "Saving Search Time with the CompuServe Navigator."

Chapter 4

Using CIM for Windows



The first three chapters of this book introduce you to CompuServe Information Manager for Windows, CompuServe's graphical user interface. The graphical Windows environment of WinCIM can save you a lot of time—you can click icons and choose items from lists to get where you need to go. You don't have to remember the name of every service to issue a Go command or wade through layers and layers of menus. You can see exactly what you're doing and where you're going.

Note

If you are already a CompuServe member and want to get the latest version of WinCIM, you can download it from CompuServe for \$10, which is offset by a \$10 usage credit. Just use the **go wincim** command, then download the full version of WinCIM or the upgrade to version 1.2. To find out what version you have, choose **Help** and then choose **About CIM**.

In this chapter you learn:

- The advantages of using WinCIM
- Logging on to CompuServe and accessing a service
- Adjusting session settings
- Setting preferences

CompuServe now is offering version 1.2 of WinCIM. WinCIM offers many features that can save you time and money. Some of these features are offered by other "front-end" software packages for CompuServe, such as TAPCIS; however, users who have become comfortable with the Windows environment may find WinCIM more appealing. Following are some of the WinCIM features that can make you more productive when using CompuServe:

- You can create messages before you log on to CompuServe to save connect time charges.
- Easy-to-understand In and Out Baskets give you a familiar way to manage messages.
- The Filing Cabinet feature lets you store messages on your hard drive and read them after you log off. Similarly, the Address Book lets you store addresses and CompuServe ID numbers for other members. You can manage and update your address book off-line.
- You can save time by recording forums you frequently visit in your Favorite Places list. Click the Favorite Places icon (it has a heart on it), and then double-click on the area you want to visit.
- You can view Graphic Interchange Format (GIF) and JPEG images on-line or off-line. A **View** button in certain dialog boxes lets you view the images on-line.
- If you have to discontinue a download, you can later resume it if you choose to download that file again.
- It's easier than ever to view graphical information. You can view a securities trend chart by choosing the **Charts** button in the Quotes dialog box, view weather maps from the Weather dialog box, and view GIF and JPEG images in other dialog boxes.
- When sending forum messages by using **Create Forum Message** on the **Mail** menu, you can access the names and ID numbers of other members by clicking on the **To** button, which will access your Address Book.

Logging On and Working with WinCIM

After you have installed WinCIM and established your CompuServe account, starting other CompuServe sessions is easy. Simply go to the program group where you store the WinCIM icon and double-click on it. The WinCIM screen appears. Click **OK** to close the About WinCIM dialog box. Then, simply select an icon from the Services dialog box or choose a command from the **Services** menu (you may have to make choices from a dialog box or two). After you tell it where to go, WinCIM automatically logs you on to CompuServe and takes you to the service you want to visit.

The **Services** menu in WinCIM makes it easy for you to access several important CompuServe services, including Executive News, Weather, and Stock Market Quotes. For detailed information on how to access News and Weather, see Chapter 15, "Other Extras." The next section of this chapter walks you through accessing stock quotes to demonstrate how easy it is to work in WinCIM.

Accessing Stock Quotes

Quotes is a very fast and easy way to get current stock market information using a customized list of only those stocks you are interested in. To make your customized list and get stock quotes, follow these steps:

1. From the **Services** menu, select **Quotes**. The Stock Quotes dialog box is displayed (see fig. 4.1).

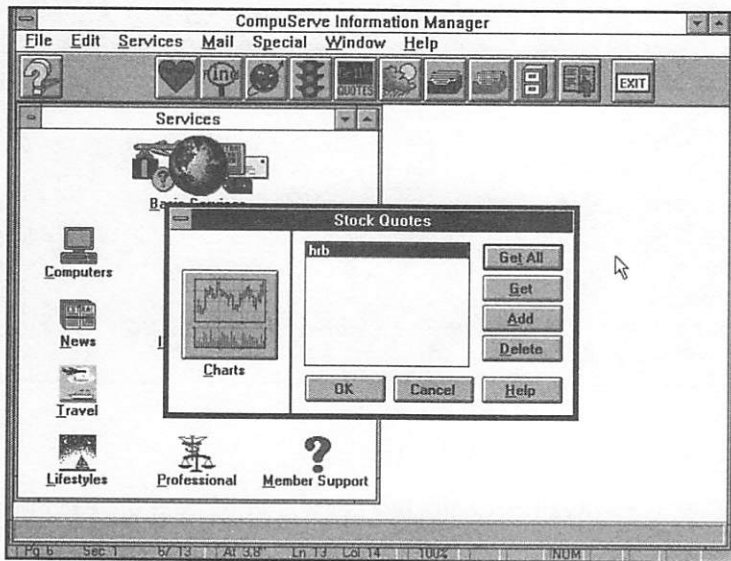


Fig. 4.1

The Stock Quotes dialog box as first displayed by WinCIM.

Tip

Clicking the **Charts** icon in the Stock Quotes dialog box and then entering a ticker symbol lets you display a chart that trends the stock's price. In the dialog box where you enter the ticker symbol, you can choose to chart daily, weekly, monthly, or other quote increments.

2. Add your stocks of interest by choosing the **Add** button and filling in the ticker abbreviation for your stock. Repeat this until you have entered all stocks of interest.

Note

You have to enter your stocks of interest only one time. The list you enter will be there next time you invoke **Quotes**. You can then use the list as is, or you can modify it (by using the **Add** and **Delete** buttons).

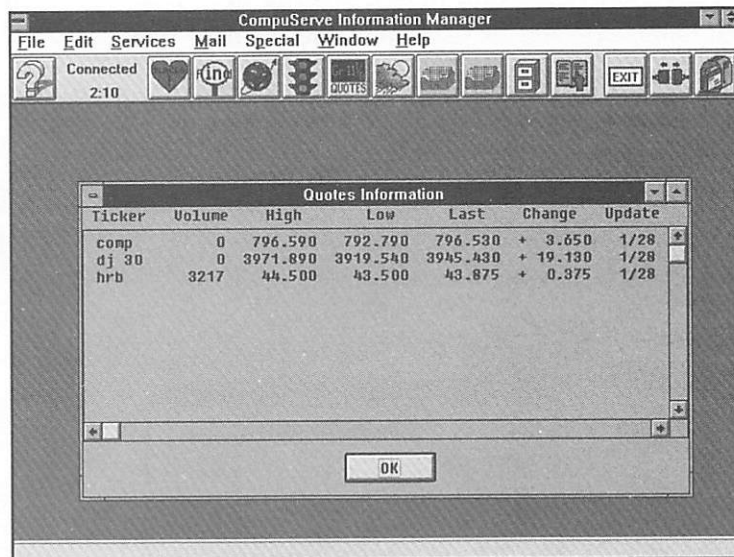
Caution

Don't leave this dialog box by using the Cancel button or your additions and modifications to the list will be lost. Use the OK action button.

3. When you are satisfied with the list, choose **Get All**. WinCIM connects to CompuServe, looks up the stock information, and displays a **Quotes Information** screen, as shown in figure 4.2.

Fig. 4.2

The **Quotes Information** screen displays the results of the customized search. It has a scroll bar for viewing long lists.



4. You can save this new list in two ways:
 - Print the stock quotes by choosing **Print** from the **File** menu.
 - Save a file by choosing **Save As** from the **File** menu. You are prompted for a name for the file and offered a chance to decide where to store the file on your hard drive.
5. Exit the Quotes service by choosing **File Leave**.

Keeping a Portfolio

If you have a portfolio of stocks, you can use the **Portfolio** option for tracking your stocks. Follow these steps:

1. From the **Services** menu, choose **Portfolio**. WinCIM displays the **Stock Portfolio** entry screen.

2. Fill in the Add Portfolio Entry pane with the Ticker Symbol, Number of Units, Cost per Unit, and Purchase Date.
3. Choose **Add**, and the item moves into the left pane. Repeat for all your entries.
4. To generate a report, select the **Report** button. WinCIM will go on-line and create a portfolio report for you.

Leaving a Service and CompuServe

After you have finished using most services and forums, you can leave the service simply by choosing **File Leave**.

You can disconnect from the CompuServe network at any time. This leaves WinCIM running so that you can read information or mail messages you've filed, but stops connect time charges. To disconnect from CompuServe, click on the Disconnect icon on the Ribbon or choose **File Disconnect**.

To exit WinCIM when you're ready, click the Exit icon on the Ribbon or choose **File Exit**.

Tip

You can use the Portfolio feature to track a stock *before* you actually buy. Fill in the form as if you had purchased it, and see how it performs.

Changing Your Session Settings

The WinCIM **Special** menu provides access to ways to custom configure WinCIM and maintain your files. In addition, it allows switching from the graphics mode to the terminal emulation mode.

When WinCIM was installed and you went through the sign-up procedure, the Session Settings were automatically filled in by the program. This Session Setting was called the "Primary Connection." You can, however, have other configurations.

There are a number of reasons you might want several configurations:

- If you have one CompuServe account that is for your business and another that is personal, you can use them both from within one WinCIM program.
- If two or more people are using one computer, they can each maintain separate accounts or other configuration changes.

- If you use different phone numbers during the day and evening to access CompuServe (perhaps because of phone rate differences) you can have separate configuration files that reflect this.
- If you occasionally have noisy phone lines, you can have a lower modem speed configuration.

To add a new Session Setting configuration, follow these steps:

1. From the **S**pecial menu, choose **S**ession Settings. The original settings appear in a Setup Session Settings dialog box.
2. Choose the **N**ew button. WinCIM prompts you for a name for this new configuration.
3. Type in a descriptive name and press Enter. You can now enter changes in any of the text fields or open the choice lists (Baud Rate, for example).
4. Make any changes you want, and then choose OK. The new settings become the default settings. The next time you go on-line, these will be the settings that are used.

If you want to use any of the original settings or any of the other configurations that you have created, from the **S**pecial menu choose **S**ession Settings. Then, in the Setup Session Settings dialog box, click on the down arrow to the right of the **C**urrent box to reveal a list of configurations. Make your choice and then select OK. Your chosen configuration is now active.

Setting WinCIM Preferences

To further automate your work and become even more efficient in working with CompuServe, WinCIM lets you specify several preferences. To do so, from the **S**pecial menu choose **P**references. WinCIM displays a submenu of seven items. Each of these items opens a dialog box with several options for custom configuring of the WinCIM interface. The dialog boxes enable configuration in these areas:

- **General.** Set default directories, display fonts, determine what is shown on the initial desktop, how Favorite Places are sorted, and more.

- **Mail.** Set whether or not retrieved messages are deleted, how outgoing messages are filed, and how to handle postage due messages.
- **Forums.** Control such settings as whether to display the toolbox and forum logo, and how files in lists are displayed.
- **News.** Set what appears on the news desktop, how story headings are displayed, and whether to delete retrieved stories.
- **CB Simulator.** Enter your "handle," decide what information to track and record, and tell WinCIM how to handle **Invitations** and **Talks**.
- **Terminal Emulation.** Control settings that affect WinCIM when it's in terminal mode.
- **Ribbon.** Lets you customize the icons that appear on the desktop. Just click the change you want to make in the **Icons** or **Activities** list, and then click on the icon to apply the change.

Changes in any of these menus are saved and are active immediately and in future sessions with WinCIM.

From Here...

You have learned a bit more in this chapter about accessing services and forums with WinCIM. You may find it useful to practice your new skills by exploring some of the services detailed in these chapters:

- Chapter 14, "Using the Classifieds," to learn where to find the best information, program, and graphics files.
- Chapter 15, "Other Extras," to find out how you can buy and sell things and find services through CompuServe.

Tip

Until you have used WinCIM for a while, it will be hard to know how to set preferences. But return to these menus every now and then as you learn WinCIM to fine-tune it to your own needs.

Part II

Other Software

- 5 Using CIM for DOS
- 6 Saving Search Time with the CompuServe Navigator
- 7 Using Macintosh CIM
- 8 Using OzCIS
- 9 Using TAPCIS



n Manager will be
DOSCIM, which will
diagram). The new
se common data cont

Level: 1

00:00:55

DOS CIM
SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executab
Script files, mod
Filing Cabinet,
Support files (*
Default download
Default GIF down

a directory other than CSERVER, ed
include the complete directory p
CompuServe Information Manager

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PBS	D	P	SCRIPT
1		2400	NB1	F	D	
2	Revise Entry 1	2400	NB1	F	D	
3	NAME: CompuServe Phone Numbers	2400	NB1	F	D	
4	NUMBER: 1 888 346-3247	2400	NB1	F	D	
5	BAUD: 2400	2400	NB1	F	D	
6	PARITY: EVEN	2400	NB1	F	D	
7	DATA BITS: 7	2400	NB1	F	D	
8	STOP BITS: 1	2400	NB1	F	D	
9	DUPLEX: FULL	2400	NB1	F	D	
10	PORT: COM2	2400	NB1	F	D	
11	SCRIPT:					
PgUp	PROTOCOL: XMODEM					
PgDn	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
1/1	META FILE:					
Esc	KBD FILE:					
Choi	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Alt-Z FOR HELP | VT100 | FDX | 2400 NB1 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

it Run Settings Special Window Help



Extended

11:13



CompuServe Information Service

- CompuServe Mail
 - What's New
 - Microsoft Windows Support
 - IBM & Compatibles Support
 - Other Computer Support
 - Financial Information
 - Industry and Professional
 - General Interest
 - News, Weather & Sports
 - CompuServe Support
 - ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will be in the directory CSERVE (see diagram). The new window below will allow you to use common data contained in the directory.

Connect to CIS

Disconnect

Level: 1

I.D.

Password

00:00:55

C:\CSERVE\

DOSCIM
SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executable
Script files, mode
Filing Cabinet, In
Support files (*.1
Default download s
Default GIF downlo

a directory other than CSERVE, edit
include the complete directory path
CompuServe Information Manager

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	NS1	F	D	
2	Revis Entry 1	2400	NS1	F	D	
3	NAME: CompuServe Phone Numbers	2400	NS1	F	D	
4	NUMBER: 1 800 346-3247	2400	NS1	F	D	
5	BAUD: 2400	2400	NS1	F	D	
6	PARITY: EVEN	2400	NS1	F	D	
7	DATA BITS: 7	2400	NS1	F	D	
8	STOP BITS: 1	2400	NS1	F	D	
9	DUPLEX: FULL	2400	NS1	F	D	
10	PORT: COM2	2400	NS1	F	D	
	SCRIPT:					
Ctrl	PROTOCOL: XMODEM					
Ctrl	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
1/4	META FILE:					
Esc	KDD FILE:					
Choi	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Alt Z FOR HELP | VT100 | FDX | 2400 NS1 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

Run Settings Special Window Help



Chapter 5

Using CIM for DOS

Overview—Features—Comparisons

DOSCIM is a program designed specifically for computers using the DOS operating system to communicate with CompuServe. Once the program has been installed and configured, it takes care of most of the tasks of logging on and off and moving around in CompuServe without requiring any attention on your part. For instance, to send out all messages you have written and pick up any mail that is in your CompuServe e-mail box, all you have to do is use the mouse to click on that option, then sit back and watch. DOSCIM will dial the phone, log you on, send the messages, retrieve your messages from others, and log off CompuServe automatically. Depending on the size and quantity of the messages, this may even happen in less than one minute of connect time.

Note

DOSCIM is a short name for The CompuServe Information Manager for DOS. Features and specific details about DOSCIM in this chapter refer specifically to version 2.1.3.

DOSCIM also features a file/message storage and management system called the Credenza. This feature enables you to move, delete, read, and modify files on- or off-line.

The GIF image files show on your screen as they are being downloaded (you don't have to wait until later to use a GIF viewing program). You can then save them and view them later.

Here's what you will learn about DOSCIM in this chapter:

- What DOSCIM is and what it can do for you
- How to install and configure DOSCIM
- How to sign up for CompuServe
- How to send and receive e-mail
- How to use a forum

DOSCIM's main screen has pull-down menus, and menu and dialog boxes that can be moved around the screen and sized. Some of the menus can be customized and brought up automatically whenever you run DOSCIM.

And, if you like to do two or three things at once, you will enjoy DOSCIM's capability to be several places in CompuServe at one time and keep track of what the program is doing.

The best things about DOSCIM are speed and savings; you save time by being able to get to CompuServe's resources with less learning, and you save dramatically on telecommunication and long distance phone charges because tasks performed by DOSCIM typically take only a few minutes.

If you are accustomed to using terminal emulators and using CompuServe in its native menu mode, you may at first find it difficult to sit back and let DOSCIM take care of the details of navigating CompuServe. DOSCIM's approach is easily learned, but it is different and will require the old dog to learn new tricks. It is well worth the effort though, and you are unlikely to want to return to terminal emulator programs.

Note

DOSCIM itself has a terminal emulator mode, which sometimes is automatically turned on during a session and which you can turn on manually at any time.

System Requirements—Purchasing—Installation

The first step in using DOSCIM is to be sure that you have the proper equipment and software. The next section will explain what those requirements are. If your hardware and software already meet these requirements or you can upgrade them, you can move on to the next section, "How to Get the DOSCIM Program." Finally, with the DOSCIM package in hand, you can proceed with the next section, "Installing and Configuring DOSCIM."

Equipment and Software Needed To Use DOSCIM

Review this checklist of software and hardware that is required to run DOSCIM:

- An IBM (or compatible or clone) computer with a 286 or newer (386, 486, and so on) microprocessor (not the older XT models).
- At least 512K of RAM. (Most computers sold these days have at least 640K, and often have much more. Unless your system is set up to load many TSR programs, such as mouse drivers and pop-up programs, you probably will have plenty of RAM available.)
- At least two megabytes of space on your hard disk. (The files take up only .8M, but the program needs some extra free space to run properly.)
- MS-DOS 3.1 or later.
- Either a serial port (also referred to as a COM port or RS-232 connection) with a modem connected to it or a modem board installed inside of the computer. (If you are unsure whether a modem has been installed inside a particular computer, check the back for jacks that look like normal telephone outlets.)
- A mouse is optional, but very helpful.

Tip

If you are unsure of your current DOS version, just type **ver** at the command-line prompt to get an on-screen report.

DOSCIM will work with monochrome or color monitors and requires no special graphics adapter.

How To Get the DOSCIM Program

DOSCIM can be purchased while you are on-line with CompuServe. At the ! prompt, type **GO CIM** or **GO ORDER**. Currently, this program costs \$25 and includes a \$25 usage credit for CompuServe's extended services. This package is often sold at reduced rate specials.

Installing and Configuring DOSCIM

DOSCIM needs to be installed on the computer's hard disk, not merely copied to a subdirectory. The installation program decompresses files, makes subdirectories, and responds to your answers during installation to customize its final configuration.

To get started, select either the 5 1/4-inch floppy disk from the DOSCIM program or the "1 of 2" disk from the pair of 3 1/2-inch disks. Insert the disk into the drive, and then follow these steps:

1. If you put the disk into drive A, type **A:install**, and press Enter. If you put the disk into drive B, type **B:install**, and press Enter.

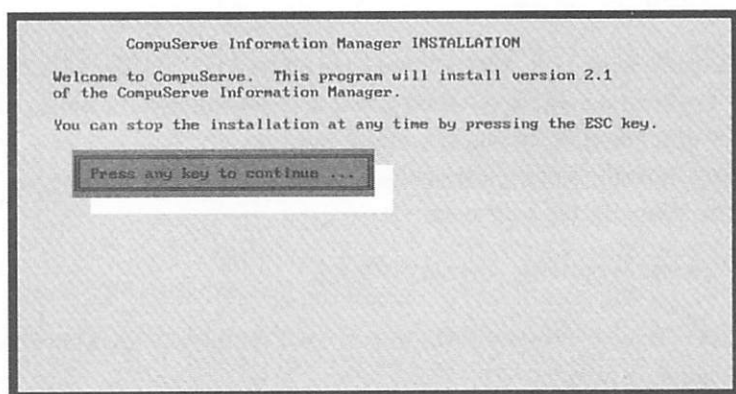
Note

If you have one floppy drive, it is drive A. If you have two drives, the top drive usually is drive A. If you are still unsure which drive is which, put a disk into each drive, type **A:**, and press Enter. The drive that lights up is drive A (and the other is drive B).

The floppy drive runs, you briefly see a welcome screen, and then the first installation screen is displayed (see fig. 5.1).

Fig. 5.1

The first installation screen—proof that the equipment and software are working well together, so far.

**Note**

As explained on this screen, at any time during the installation process that you want to abandon the installation, just press the Esc key.

2. Press any key.

A new screen appears that gives you a choice of which hard drive you want to install DOSCIM on.

3. Use the arrow keys to move the highlighted bar over the drive of your choice, and press Enter.**Note**

If you have added drives or formatted your hard drive unusually, you probably are aware of where you want to place DOSCIM. If you are unsure about this item, drive C is most likely the best choice.

The screen shown in figure 5.2 appears.

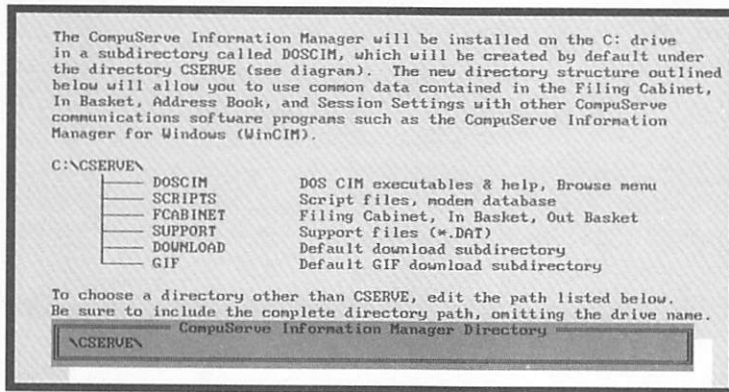


Fig. 5.2

This screen displays DOSCIM's directory structure, and offers you a chance to change where DOSCIM will be installed on your hard drive.

- If you want to put the DOSCIM subdirectories under one of your previously created directories, move the cursor to the far left (using the arrow keys), and type in the full path to that subdirectory (without the drive letter). If, for example, you want the program in the COMM directory where you keep other communications programs, move the cursor to the left and type **COMM** (you are automatically in insert mode, so the \Cserve\ moves over as you type in your subdirectory name). Finish by pressing Enter.

Note

It is not critical at this point to fully understand this subdirectory structure. The default subdirectories will work well, so at this screen, you can just press Enter and accept the defaults.

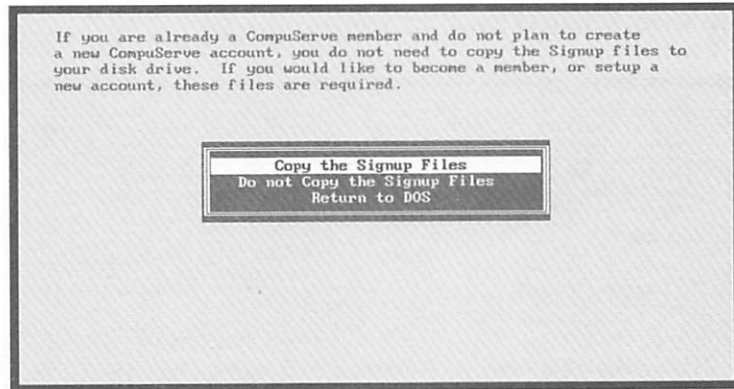
Another screen appears, confirming the subdirectory in which DOSCIM will be installed.

- If you want to correct the subdirectory, move the highlight to Change Drive or Directory, press Enter, and proceed with the changes. If you are satisfied with the subdirectory, all you need to do at this screen is press Enter.

The installation screen, shown in figure 5.3, appears.

Fig. 5.3

The installation screen that separates CompuServe newcomers from old-timers.



6. If you are already a member (you have logged on and have a currently active account), move the highlight bar to Do not Copy the Signup Files, and press Enter. If you haven't logged on to CompuServe before or you are starting a new account, move the highlight bar to Copy the Signup Files, and press Enter.

Note

Copying the signup files does not obligate you to sign up now. You will be given a chance later in the installation to delay the sign-up process until a later time.

The hard drive and the floppy drive will both run for several minutes as the transfer activities are listed on the screen.

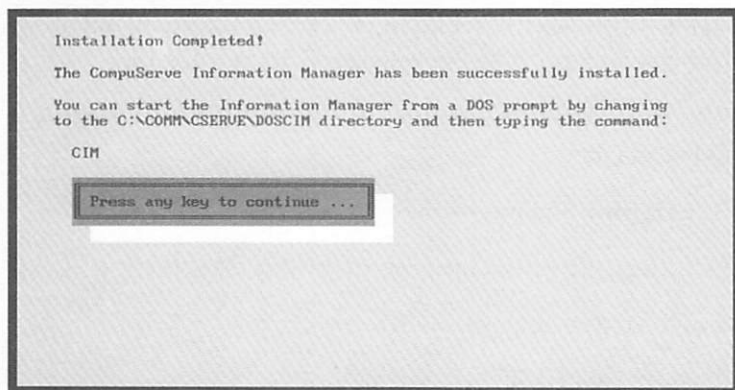
7. If you are using the 3 1/2-inch floppy disks, you are prompted with Original Diskette 2. Replace disk 1 with 2, and then press any key except Esc.

The screen shown in figure 5.4 appears.

The installation of DOSCIM is complete!

To run DOSCIM in the future, you should write down the path and program name. In this instance, the screen shows that the path is C:\COMM\CSERVE\DOSCIM, and the name is CIM. If you accept the default subdirectory during the installation, your path is C:\CSERVE\DOSCIM.

Save this information for use in the next section of this chapter.

**Fig. 5.4**

This screen marks the completion of the installation of the entire DOSCIM program and supporting files on your hard drive.

8. Press any key.

You are given a choice of proceeding with the new member sign-up program or returning to DOS. If you decide to sign up later, be sure to write down the directions that are given for starting the sign-up program at a later time.

The First Session—Signing Up

Note

If you do not have a mouse installed, go now to the next section, "The DOSCIM Interface," to learn about the keyboard-oriented methods of operating DOSCIM. You will then be able to accomplish the same tasks that the mouse performs in the descriptions of the sign-up procedures and the operation of the DOSCIM program itself.

Tip

CompuServe's customer service voice help line (800-848-8990) is available weekdays, 8 a.m. to midnight, and weekends, noon to 10 p.m. (Eastern time zone). The customer service people can help solve problems with DOSCIM, or other connection or use difficulties.

Before you start, it is good to set aside at least 30 minutes for the sign-up session. You can do it in less time, but CompuServe offers many files to read and tours to take during this first session, so take your time and learn everything you can.

Also, before you start, be sure to have at hand the card that came with the DOSCIM program called the New Member Quick Installation and Signup Instructions that shows, among other information, an agreement number and a serial number. Finally, have either a credit-card number and expiration date, or a check from which to get numbers for direct withdrawal from your account.

Assuming that you chose to return to DOS after installation, following is the way to proceed in logging on to CompuServe for the first time:

1. From your normal DOS prompt line, type **cd\cserve\doscim**, and press Enter.
2. Type **signup**, and press Enter.

A screen giving you an overview of the process appears.

3. Read the screen, and press Enter.

The main CIM Signup screen appears.

4. Using the mouse, choose Signup from the top menu bar.
5. Select and read each of the files (Service Agreement Terms, Operating Rules, Executive Service Option, and Customer Service).

Note

If you are having difficulty figuring out how to use the mouse and various keys to get around in DOSCIM, or to fill in appropriate information, you can select Tutorial from the top menu bar for a good explanation of the DOSCIM conventions.

6. Select Signup from the top menu bar.
7. Select Sign Me Up.

A screen appears with blanks to be filled in.

8. Answer the questions as follows:

- **Agreement No.** Get this number from the card that came with the DOSCIM program.
- **Serial No.** Get this number from the card that came with the DOSCIM program.
- **Country.** Click on the appropriate country, or type it in on the line below the box if your country isn't listed.
- **Account Usage.** Choose personal or business by clicking on the appropriate one.

- **Payment Method.** Click on the appropriate method: VISA, MasterCard/Eurocard/Access, Discover, American Express/Optima, Direct Debit, or Corporate Billing.

9. Click on the Proceed box.

10. In the next screen, fill in the following information:

- First Name
- Last Name
- Address
- City
- State (two-letter postal abbreviation)
- Credit Card Number
- Expiration Date

You also are asked to fill in these items; they are optional:

- Company Name
- Evening Phone No.
- Daytime Phone No.
- S.S. Number
- Membership options. Check the boxes if you want CompuServe Magazine, member directory, promotional mail, or external mailings.

11. Select the Proceed box.

You are asked whether you want the modem to dial out on your phone line using touch-tone signals or the older pulse system (as used by older rotary phones). Many phone systems support both methods, so you are unlikely to go wrong in this selection.

12. Select the desired dial type.

Next, you see a screen that offers information on the Executive Service option. One of the selection buttons offers a chance to view a description relating to this service.

13. After viewing the description, select Yes or No for this Executive option.

Next, you are given another chance to read information files on the rules and terms or to print them out.

14. Select Proceed.

The sign-up program offers you a chance to cancel the sign-up process or proceed.

If you select Proceed, the program dials the modem and establishes a connection with CompuServe.

Note

All your connect time on this sign-up session is free. If, however, you are connecting to CompuServe through another company's network, you are charged for time on their network. And, of course, if you are dialing long distance to either a CompuServe or another company's access node, there will be standard charges as if you were making a long-distance voice call.

The DOSCIM Interface

Tip

Any time that DOSCIM is connected to CompuServe, you can force it to disconnect from CompuServe (hang up the phone) by pressing the Control and D keys at the same time.

DOSCIM has been designed to provide a uniform way of doing things throughout all its menus and dialog boxes. Once you know these conventions, you can figure out how to respond to menu items you have never used before.

Logging On to DOSCIM

After your first session with CompuServe, when you complete the sign-up procedures, accessing CompuServe is much easier: simply change to the subdirectory where you installed DOSCIM, and at the prompt type CIM and press Return. The CompuServe Information Manager main screen appears.

Using the Mouse

Although all functions in DOSCIM can be accomplished by using just the keyboard, the mouse provides a much quicker way of accomplishing most tasks. Usually, you place the mouse pointer on the screen directly over the word, phrase, or item you want to select; and then click the left mouse button to highlight the item or make a change in an associated check box. You can often bypass the use of the action boxes (such as OK, JOIN, OPEN, and so forth) by quickly double-clicking the left mouse button.

Using the Keyboard

DOSCIM provides alternate ways to move around in menus and dialog boxes. Generally, the arrow keys move the highlight from item to item, but using the Tab key is often more efficient. Pressing the Tab key moves the highlight/cursor generally in a left-to-right and top-to-bottom manner. To move in the opposite direction, hold down the Shift key while pressing the Tab key. When the highlight is over the item you are interested in, press Enter to select or activate the item.

Option Buttons

Option buttons are used for choices that are mutually exclusive (for example, whether you want your files sorted in order of date received or by subject). In figure 5.5, the Dial Type is selected with Option buttons. When you click on one of the buttons, a diamond-shaped mark appears between the () marks, and any other marked items in the list automatically become unmarked.

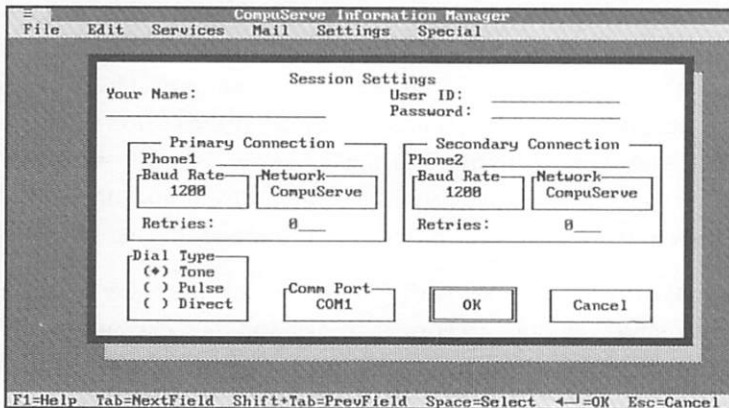


Fig. 5.5

An example of a typical CompuServe dialog box.

Check Boxes

Check boxes differ from option buttons in that any combination of the choices can be on or off. Instead of the rounded parentheses (), check boxes use squared brackets []. To turn on an item, you highlight the box using Tab or Shift+Tab, and then toggle the item on or off by pressing the space bar. Or, you can place the mouse pointer over the item and click the left mouse button to toggle the item on or off.

Text Fields

Text fields are represented by lines. In figure 5.5, the items Your Name, User ID, Password, Phone1, Phone2, and Retries are all text fields. To enter the

information called for in a text field, highlight the field, and then type in the necessary information.

Note

You can use the left- and right-arrow keys to move around within the text field to insert new characters. And you can use the Backspace and Delete keys to erase characters.

When the text is typed in as you want it, either press Tab to move to the next field or click on the next item of interest.

Dialog Boxes

DOSCIM has two types of *dialog boxes*, one with thin border lines and one with a thick border line (see fig. 5.5 for an example of this type). The border is yellow if you are using a color monitor. A dialog box surrounded by a thick border line requires that you take some action in the box before you can do anything else (all other menus and activities are disabled when this dialog box appears). You can enter text, make selections, and finish by selecting an action button such as OK; or you may simply select the Cancel button to ignore the dialog box. This type of dialog box is not resizable or moveable. Pressing Esc cancels a thick-bordered dialog box without having made any changes—even if you had made alterations to some of the items in the box.

You can make the dialog boxes with thin lines larger or smaller by placing the mouse pointer over the lower right corner, and then clicking and holding down the left mouse button and moving the pointer down and to the right for a bigger box, or up and to the left for a smaller box. When you are satisfied with the size and shape of the box, release the left mouse button.

Tip

Enlarging the menu and information windows when you are online enables CompuServe to download more information at once and enables you to scan the material faster and more efficiently.

You can move a thin-bordered dialog box anywhere on the screen, including overlapping other boxes, and still remain active. To move the dialog box, place the mouse pointer over the top or side border of the box. While holding down on the left mouse button, move the box to any other position on the screen.

Another feature of this type of dialog box is that it is not exclusive, that is, you can have several open at one time and go from one to another doing different activities. They don't disable any menu items.

To close (turn off, erase from the screen) this type of dialog box, place the mouse pointer on the small solid square at the upper left of the box, and click the left mouse button once.

Caution

If you are writing a new text file or editing a file, be sure to save it before you close the box, or your edits will be lost.

Action Buttons

An *action button* (see fig. 5.5) is a small rectangle that has a word in it indicating what action will take place if selected. If the border of the action button is made up of double lines, it is the default action button. The default action button is activated when you press Enter, no matter which item in the dialog box is highlighted at that time. To use any of the other action buttons, use the arrow keys or the Tab key to move to, and highlight, that action button. Now press Enter. Or, you can use the mouse and click on any action button to activate it.

Scrollable Areas

Scrollable areas can contain text to be read or lists of items from which to choose. If you see a list or some text, and to the right is a vertical bar with a rectangle on it (the scroll bar), you know that this is a scrollable area (see fig. 5.6).

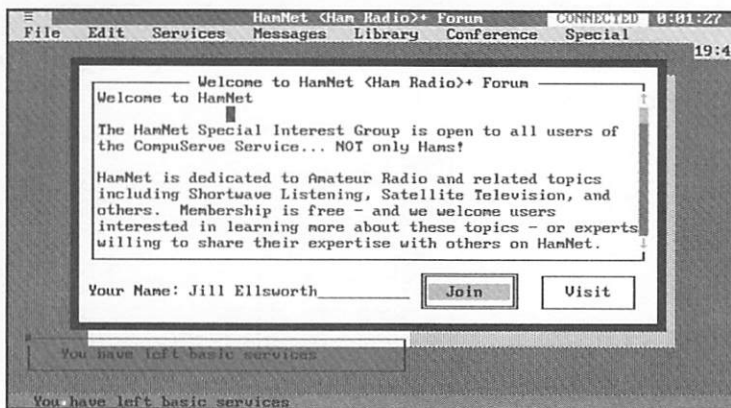


Fig. 5.6
An example of a dialog box with a scrollable area.

The scroll bar indicates that more text or choices exist than those that are displayed on-screen. To see this material, you can use the down and up

arrows to advance up and down the list one line at a time, or you can use the PgUp and PgDn keys to advance up or down by the number of lines that are showing in the box. You also can use the mouse. Place the mouse pointer over the rectangle on the bar. While holding down the left mouse button, “drag” the rectangle down the bar a small way and release the mouse button. The rectangle will stay in this new position, and the new section of the list or text appears. You can always tell where the lines you are currently viewing are, relative to the rest of the list, by seeing how far down the bar the rectangle is.

Note

If the scrollable area is a list of choices, you can select a choice by positioning the highlight over the item and selecting an action box, or by double-clicking the left mouse button while the pointer is on the choice.

Tip

If the box is of the thin border type, you can enlarge the box, as already described, to see more choices or text at one time (although you still may not be able to see the whole list or text at once).

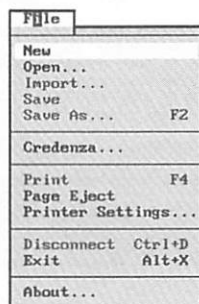
Pull-Down Menus

If you click a menu name or highlight the item and press Enter, you see a vertical list of menu options. This list is called a *pull-down menu* (see fig. 5.7).

You select items in the pull-down menu by either highlighting the item and clicking with the mouse, or by using the up- and down-arrow keys and pressing Enter to select. Once a pull-down menu is open, you can open any of the other menus on the menu bar by using the left- and right-arrow keys, or by pointing and clicking with the mouse. Whenever a new pull-down menu is opened, the previously opened menu closes. To close a pull-down menu without opening another menu, press the Esc key, or point and click with the mouse somewhere outside of the pull-down menu.

Fig. 5.7

A typical DOSCIM pull-down menu.



Dimmed Items

In pull-down menus and dialog boxes, you will often see *dimmed* (or *ghosted*) items. These items are choices that DOSCIM does not enable you to make at that time. In figure 5.7, for example, the Save option is dimmed because there is no file open and, therefore, no file to be saved. If, in this same example, you opened the Edit pull-down menu, you would find that all the menu choices are ghosted because you cannot edit a file that isn't open and on the screen.

Accelerator Keys

Some of the menu choices can be activated by certain keys or combinations of keys. In the File pull-down menu shown in figure 5.7 you can see that the Save As option has F2 just to the right of it. This means that you can activate the Save As function by pressing the F2 key, as well as with the point-and-click and highlight-and-press Enter methods. In the same menu, you can select Disconnect (to disconnect from a CompuServe session) by holding down the Ctrl key while you press the D key (Ctrl+D).

Accelerator keys are also often called *action keys* in the DOSCIM documentation, and generically, people call these *hot keys*. In WinCIM, similar keys are called *quick keys*.

Note

You don't have to open the pull-down menus or other menus to make use of the accelerator keys—you can use them almost any time that their function is appropriate.

Help

DOSCIM has *context-sensitive help*, which means that the program will provide you with a screen of helpful information about whatever option or dialog box you currently have highlighted or activated. To get this help, press F1, and a window with the information pops up (this will not disturb what you are doing at the time). These pop-up windows often are scrollable areas of information. You always are offered the chance to go to the Help Index before returning to the activity at hand.

Using E-Mail

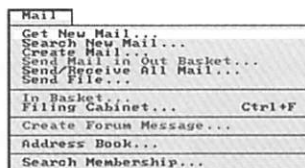
Sending and receiving e-mail with DOSCIM is remarkably easy, quick, and inexpensive. You can write outgoing messages off-line and read incoming

messages off-line. Even if your closest CompuServe access node is a long-distance call, it won't take much of a bite out of the wallet for the two- to three-minute connect time that an average transfer of the incoming and outgoing mail takes. It is certainly less than the cost of stamps and paper, in most cases.

To get started in most mail-related activities, select the Mail pull-down menu (see fig. 5.8).

Fig. 5.8

DOSCIM's main Mail menu—the first place to look to send or receive mail.



Finding an E-Mail Address

Suppose that you want to send a note to a friend who has a CompuServe account, but you don't know her CompuServe address. Here is how you can proceed:

1. After you have selected the Mail pull-down menu, select Search Membership.

A dialog box appears with text fields to be filled in (Last Name, First Name, City, State, and Country).

2. Fill in all the information about your friend that you are sure about by using the arrows to move between the fields.

Caution

Fill in only the information you are quite sure about. If you misspell your friend's city, for example, CompuServe may not be able to find the listing. It's better to leave out items about which you are unsure, and then pick the correct name from the list of names CompuServe gives you.

3. Press Enter.

DOSCIM will dial and connect with CompuServe, and you will receive a list of CompuServe members who match your search criteria.

4. Highlight one of the names that might be your friend's, and select the View button.

A box appears with more information about the person whose name you selected: last name, first name, city, state, country, and mailbox name (e-mail address).

5. If this is not the person you were looking for, press Esc to go back to the list and view another name.

When you find the right person, select the Address Book button and this person's name, e-mail address, and other information will be stored in your computer for later use. Before you select Save to store this new name and address, you can press Tab to move down to the Information box, and you can type in any other information you want to remember about this person.

Note

Because all CompuServe members have the option of not being listed in the CompuServe directory, your friend may still be a member of CompuServe, but not be locatable with the Search Membership feature.

6. Now disconnect from CompuServe by either pressing Ctrl+D or by selecting Disconnect from the File pull-down menu.

Caution

Whenever the word CONNECTED is showing in the upper right corner of the screen, you are on-line with CompuServe. To avoid extra telecommunications or long distance charges, disconnect when you are doing things such as reading and writing messages.

Tip

The only field that is required to be filled in is the Last Name field, but providing just the last name may result in such a long list that CompuServe will give you a "too many hits" report.

Tip

Pressing Esc while the list of names is showing enables you to fill in different search information and try a different search for the same person, or to proceed with a search for someone else.

Writing Mail

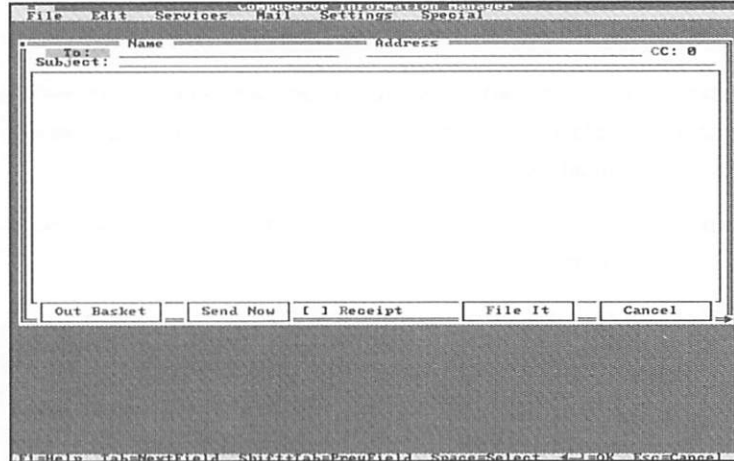
Getting the CompuServe address is, of course, only a one-time task for each individual. Now that you have this address, you can begin writing a message. To write and send a message, do the following:

1. To write a message to your friend, select Create Mail from the Mail menu.

A form for creating messages appears (see fig. 5.9).

Fig. 5.9

DOSCIM's dialog box for creating messages has places for the recipient's name, e-mail address, subject, and the text of the message.



2. To address the message, move the highlight to the To: text field, and press Enter.

The Address Book appears.

3. Move the highlight up or down with the arrow keys until it is on the name you want. Press Enter.

The form for creating messages reappears with all the address information filled in.

You can also type in the information directly if you don't expect to send many messages to this address. If you expect to send more messages to this person, enter his name in the address book, and then use it as described.

4. If you want someone else to receive a copy of this message, click the CC box. Now you can type in the other person's address or use the Address Book as before.

Caution

Be careful about address numbers you enter. Veteran e-mailers can tell entertaining stories of e-mail messages intended for one person that were sent to someone else—it only takes one wrong digit.

5. Fill in the Subject field with any descriptive word or phrase.
6. Move to the text area, and write the body of your message. Use any of the normal editing keys, such as the arrow keys, Del, Ins, Backspace, and so forth.
7. When you are satisfied with the message, choose Out Basket. The message is now saved and ready to be sent.

Note

If you have only one message to send, you can click on Send Now. This, however, is not as efficient as using the Send/Receive All Mail feature with automatic disconnect, described later—especially if you might have mail waiting for you.

8. Select Send Mail in Out Basket from the Mail menu.
DOSCIM will connect with CompuServe and send the message.
9. After the message is sent, disconnect from CompuServe by pressing Ctrl+D.

Your message is on its way and will be delivered to your friend's e-mail box within minutes!

Sending and Receiving Mail

Perhaps the most economical approach to sending and receiving mail through CompuServe is to use the Send/Receive All Mail option. Choose this option to automatically connect to CompuServe, send your Out Basket messages, and pick up any messages that may be waiting for you. You will see on-screen indications of the number of messages you have received, and they will be in your In Basket after DOSCIM has signed off CompuServe. This feature is called Flash On/Flash Off access. Follow these steps:

Tip

For long messages, you can enlarge the writing area by positioning the mouse pointer on the lower right corner of the box, and, while holding down the left mouse button, moving the pointer down and to the right.

1. Select Send/Receive All Mail from the Mail menu.

A dialog box appears with the option to have DOSCIM exit CompuServe immediately after it has sent and received all messages.

2. Select this option.

3. Select Proceed.

DOSCIM will connect with CompuServe, send the messages in your Out Basket, download your incoming messages to your In Basket (and give you reports of its activities as it is working), and then disconnect from CompuServe.

4. To read the new messages, choose Credenza from the File pull-down menu, and then select In Basket. Choose In Basket to read any unread mail that has been downloaded. Once read, the messages appear under the Filing Cabinet menu. If there are no messages, the In Basket cannot be activated.

The Filing Cabinet option helps you organize your files into folders for storage and retrieval. Choose Open to access your folders. A dialog box appears that lists the contents of the folders, and offers you buttons for reading, marking, and deleting the contents.

If you are just interested in picking up your mail, you can use the Search New Mail option. To search for specific new messages, click on Search New Mail and fill in the dialog box, indicating the starting date of the messages, and/or the sender of the mail, and/or the subject. When you click on Search, a connection is made, and only those messages that match the date, sender, or the subject that you entered are downloaded. All other messages will still be there the next time you log on to CompuServe.

Troubleshooting

After I get off-line, I can't seem to find my new mail. Where did it go?

DOSCIM automatically places your new mail into your In Basket. Look for your new mail under the Mail pull-down menu. Click In Basket to read any new mail.

I'm not sure that my mail went out. How can I be sure it was sent?

To check on your Out Basket, click the Mail pull-down menu, and look at the Out-Basket item — if it is dimmed and beeps at you if you try to click it, the Out Basket is empty, and DOSCIM has sent it out for you.

Forum Navigation

The CompuServe forums provide collections of software, information files, messages related to a topic, and a chance for real-time contacts with others who share your interests. In this section, you will learn how to join these forums and what the many new choices DOSCIM offers mean to you.

Joining a Forum

DOSCIM makes joining and moving around in the forums very understandable and fast.

If, for example, you are interested in ham radio or shortwave listening, you might want to join the HAMNET forum. To join a forum, follow these steps:

1. From the menu bar, select Services.
2. Select Favorites.
3. From the action boxes beside the Favorites list, select Add.
4. In the Description text field, enter any description that you want, such as **Amateur Radio and Shortwave**.
5. In the Service name field, enter the exact forum title you want to join—in this case **HAMNET**.
6. Select Save.
7. At the Favorite Places dialog box, press Enter (the GO action box is the default).

DOSCIM will connect with CompuServe, and if you have not joined this forum before, you will see a screen like the one shown in figure 5.10.

8. Read the welcome message.

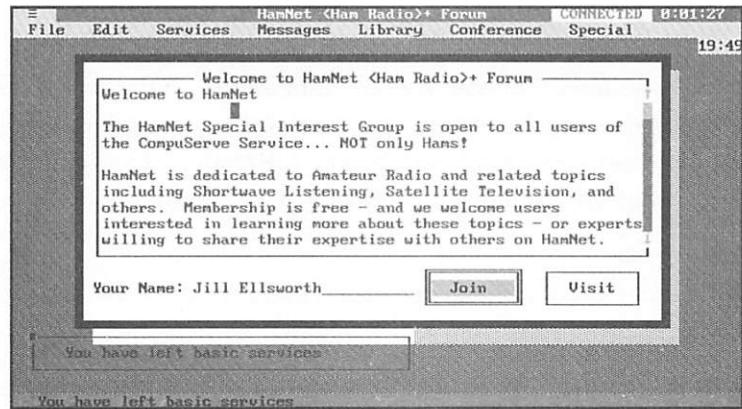
Note

The welcome message has a scroll bar next to it, so you will need to use PgDn or the mouse to see the rest of the message.

9. To join the forum, type your name in the Your Name field, and press Enter.

Fig. 5.10

The forum new member welcome screen. (This screen is for the HAMNET forum.)



That's all there is to it—you have joined the HAMNET forum!

Notice that the menu items on the top menu bar have changed. Although the File, Edit, and Services menus are still there, you now have four new menus: Messages, Library, Conference, and Special. These pull-down menus are all designed just for use within the forums.

Forum Messages

The four forum menus (Messages, Library, Conference, and Special) are not available to look at and study except when you are on-line. Figure 5.11 shows the Messages pull-down menu.

Fig. 5.11

The Messages pull-down menu, which is available only when you are on-line in a forum.



Following is an explanation of each option in the Forum Messages menu:

- *Browse*. Used to navigate around in CompuServe's forum menus.
- *Search*. Used to hunt for messages related to either a particular subject that you specify or messages sent by particular persons.
- *Get Waiting*. Used to display new messages addressed to you.
- *Get Single Msg*. Used to retrieve a message by number (for instance, one that you discovered in the browse mode).
- *Mark Messages*. Used to select a message for later retrieval. This option enables you to get on with finding more messages and pursuing other forum activities without having to wait for the message to be downloaded at that particular time.
- *Retrieve Marked*. Used to download the messages you marked in the forum to your DOSCIM filing cabinet.
- *Set Date*. Used to limit the number of messages listed by specifying how old (in days) you want the oldest messages to be. This can give you an idea of how active the list is, and, on issues that change rapidly, you can avoid old messages of lesser value. The next time you connect to the forum, the default oldest messages date will be the date of your last connection to the forum.
- *Freshen Messages*. Use this feature to see whether any messages have arrived since you checked onto the forum during this session.
- *Notice*. This is a frequently changed news message from the SYSOP (administrator) of this forum.
- *Descriptions*. This option provides a quick summary of what can be done in the forum.

The following four menu items are used in essentially the same manner as in the Mail pull-down menu:

- Create Message
- Out Basket
- Filing Cabinet
- Address Book

Forum Library

The Forum Library contains information files and computer software. To gain access to these files use the Forum Library pull-down menu as described below (see fig. 5.12).

Fig. 5.12

The Library pull-down menu, which is available only when you are on-line in a forum.



- *Browse*. Used to list available files and enable them to be marked.
- *Search*. Enables you to look for a file using the file name or the ID of the person who posted the file, or by finding all files that match a keyword you enter.
- *Retrieve File*. For downloading specific files, one at a time.
- *Mark File*. Used to select a file to be included in a batch to be downloaded later.
- *Retrieve Marked*. Used to download all files marked with the Mark File option.

- *Notice.* Provides news and announcements from the SYSOP.
- *Descriptions.* Used to see how the library's contents are organized.

Forum Conference

Conferences provide real-time communications with others in the same forum. DOSCIM provides the Forum Conference menu to allow you to navigate between and within the conferences seen in figure 5.13.

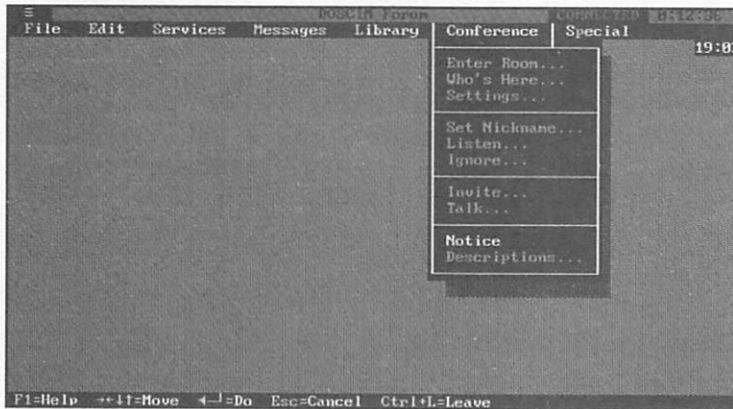


Fig. 5.13

The Conference pull-down menu, which is available only when you are on-line in a forum.

- *Enter Room.* There are a number of different conferences (people typing messages to a group) going on at one time. This option enables you to see what discussions are going on and to join in if you want to.
- *Who's Here.* Lists people who are currently using this forum or, if you are in a conference, it lists those in your currently selected "room."
- *Settings.* Enables you to specify which initial menus you want to see when you return to the forum, how you want library items and messages displayed, and what nickname you want to use when joining in the discussions in the forum conferences.
- *Set Nickname.* Another way to specify your conference nickname.
- *Listen.* Enables you to watch the messages in a particular conference scroll by on your screen, without joining in the conversation.
- *Ignore.* Enables you to specify that all messages from certain members in the conference not be sent to you. Good for use with someone who is providing more heat than light.

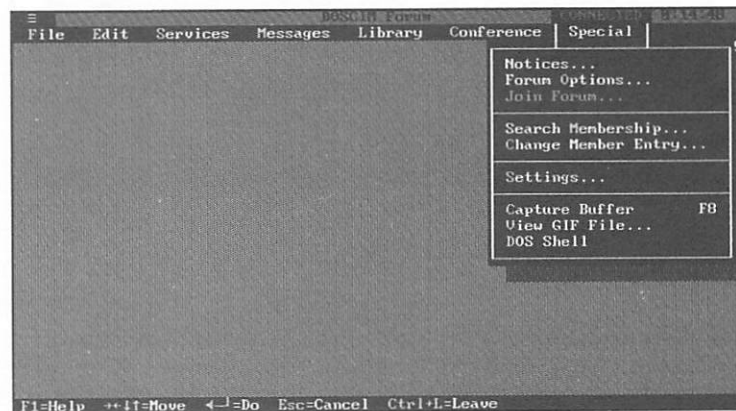
- *Invite*. Enables you to invite others in the forum to join your particular conference.
- *Talk*. Enables you to send a private message to another member of the conference.
- *Notice*. Where conference news and announcements are posted.
- *Descriptions*. Provides a brief overview of what is available in the Conference Room area of the forum.

Forum Special

The Forum Special menu contains an assortment of rather unrelated features which are described as follows. These are available only when you are on-line (see fig. 5.14).

Fig. 5.14

The Special pull-down menu, available only when you are on-line in a forum.



- *Notices*. Announcements and news from the SYSOP.
- *Forum Options*. A set of choices about the way the forum interacts with you.
- *Join Forum*. You use this option only once, the first time you enter a particular forum.
- *Search Membership*. Operates in a manner similar to the Mail menu's Search Membership feature, but this search is confined to members of the forum you are in at the time. It has an added feature of an interests and information file that is written by each member.
- *Change Member Entry*. Enables you to attach your own interests and information file to your directory listing for this forum.

- *Settings*. A set of features that can be configured. The configuration you select will be preserved for subsequent sessions in a particular forum.
- *Capture Buffer*. Provides a trip back in time—well, at least a review of the recent activity in this forum.
- *View GIF File*. Use this option to view a GIF graphics file while you are still on-line in the forum.
- *DOS Shell*. Enables you to return to your computer's normal DOS command line. There, you can use some utilities and small programs. When you type **exit** at the DOS prompt, you are returned to exactly the same forum screen that you left, and you can continue on in the forum session.

Caution

When you are in the DOS shell, you have substantially less memory (RAM) available for the programs you run. Therefore, some programs may not run properly, or at all, and others may lock up the computer and require you to restart the computer. Some experimentation will help you know what programs you can expect to work in the DOS shell. (One type of program that definitely will not work is any terminal or communications program that accesses the same port as the modem that is connected to CompuServe.)

This chapter shows only a small part of what DOSCIM can do—it has many more features, and when various features are used together in different combinations, this program becomes very powerful. Continue to work with it and explore its possibilities.

From Here...

If you jumped to this chapter directly from the Introduction, now you may want to return to Chapter 1 and check for subjects not mentioned in this chapter. You also may want to:

- Learn more about locating information in Chapter 2, "Locating Information."
- Learn more about downloading and uploading in Chapter 3, "Retrieving and Posting Information."

Tip

To ask questions about DOSCIM or to find out what other DOSCIM users are doing with the program, join the DCIMSUP forum.

Chapter 6

Saving Search Time with the CompuServe Navigator for Windows

This chapter describes how to use CSNav to tap into many of CompuServe's resources more efficiently. CSNav specializes in automating tasks, particularly those relating to the CompuServe forums, mail, and libraries.

What Is the CompuServe Navigator for Windows?

The CompuServe Navigator (CSNav) is a program that automates your access to CompuServe. You use CSNav to help you create scripts to be executed on-line—you can set up your entire on-line session ahead of time. You figure what you want to do, create and test the script, and then have CSNav execute it, doing many of the chores that you could do yourself (get mail, send mail, obtain file information, upload and download). But CSNav is much faster and it works unattended. This drastically cuts down on your connect time, which saves you long distance and on-line charges.

The Navigator can access all CompuServe mail, forums, stock quotes, and weather. The major limitation of CSNav, however, is that it cannot automate access to some sophisticated services, such as IQuest, Executive News, or the Magazine database. In addition, you cannot access the on-line help facilities.

In this chapter, you learn about:

- Installing and using CSNav
- Automating CompuServe tasks
- Using the Scheduler

Tip

You can obtain the Navigator online by selecting the GO icon in WinCIM, entering CSNav, and then following the instructions.

CSNav takes you through all of the various steps in creating a script (which is just a listing of tasks to execute sequentially on command).

Use CSNav:

- To locate services
- To send and receive mail
- To upload and download files
- To define tasks to be completed

Getting Started with the CompuServe Navigator

You can obtain CSNav by ordering from CompuServe online and downloading it, or you can order it on disk. It is designed to work cooperatively with your CIM programs, using a simple installation program. You must have a mouse to use to CSNav since many operations within CSNav cannot be completed just from the keyboard.

Installing the CompuServe Navigator

To install CSNav and get started, just follow these steps:

1. If you have obtained CSNav on disk, insert your CSNav disk into your floppy drive.
2. From the Windows Program Manager File menu, choose Run.
3. Type **A:setup** in the command line field (or **B:setup** if that is where the CSNav software disk is inserted). Select OK. (If you have downloaded it, type **C:\download directory\setup** and return.)
4. The setup program automates the installation and asks for you to enter the name of the directory in which you want the program to be stored. The default is C:\CSERVE. Accept this directory if you already have WinCIM in that directory, but, if you changed the name of the directory when you installed WinCIM, be sure to use the name of the directory that WinCIM is stored in now.

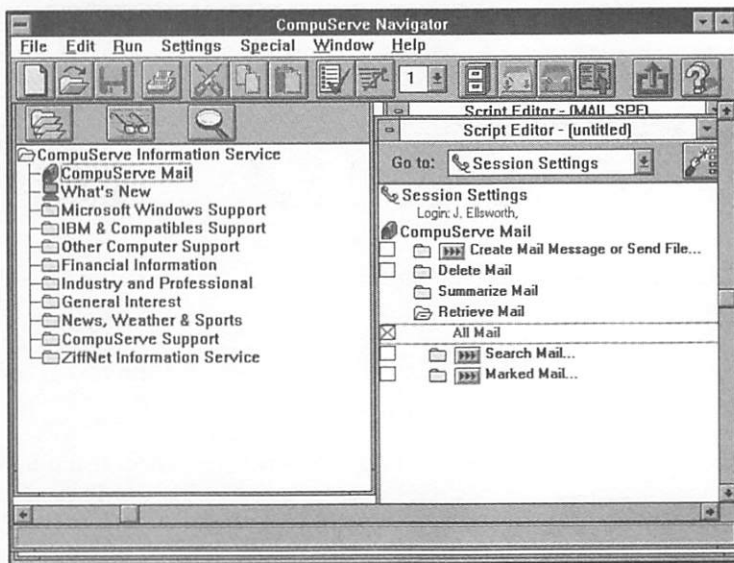
Note

WinCIM and CSNav use the same directory, so they can share session settings, file folders, in and out baskets, and so on.

6. When the setup program has ended, you can start the Navigator by selecting the Navigator icon (it looks like a compass rose).

The Navigator Screen and Ribbon

To understand the basics of CSNav operation, start by looking at the opening screen, as shown in figure 6.1.

**Fig. 6.1**

The double-paned window used in script construction.

Notice that there are two panes in the window—Services (on the left) and Sessions (on the right). Using these two panes, you can construct your script.

The left window, the Services window, is a listing of the various CompuServe services available using CSNav. To expand a branch of the listing, double-click it, and the items under the main entry in that folder are displayed.

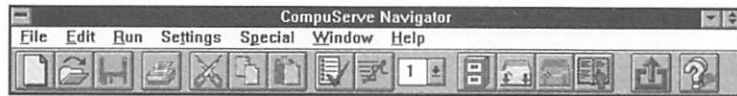
To use an item, drag it from the Services window, the left window, to the Sessions window, the right window. To do this, click on the item, hold the left mouse button down while you drag the icon to the Sessions window, and release the mouse button.

When you have completed this step, buttons with >>> are displayed in the Sessions window. You choose these buttons to specify tasks. You toggle these buttons on and off by using the check boxes to the right of the item.

Some scripts require intermediate steps for full completion. To download library files, for example, you probably will want to get the abstracts, read them, and choose a few to download. This means that the first time you run the script, you ask CSNav to get the abstracts. (This first script run is called *pass one*.) Then, on pass two, you ask CSNav to get the particular files that you have requested. Some complex scripts require two or more passes to complete all tasks.

In Windows applications, the *ribbon* is where icons representing certain tasks are displayed. Using icons helps you move around more quickly in a program. Figure 6.2 shows the CSNav ribbon.

Fig. 6.2
The CSNav icon
ribbon.



The CSNav ribbon has icons representing several useful functions, as follows (from the left):

- **New Script.** This icon looks like a piece of paper with the corner turned down—use it to begin a new script.
- **Open File.** This icon looks like a file folder being opened. Use it to open an existing script.
- **Save.** This icon, which looks like a floppy disk, enables you to save the active window with a file name so that you can use it later.
- **Print.** Choose this icon to print files or scripts.
- **Cut.** Using this icon, you can cut text to be moved or removed.
- **Copy.** Choose this icon to copy a part of a file from place to place.
- **Paste.** After cutting or copying, use this icon to paste text into a new location.
- **Preview Script.** This feature lets you see, in a trial run before going on-line, what will happen when a script runs.

- *Run Script*. It looks like a running man. This icon initiates the run sequence using the current script.
- *Select Pass*. This icon enables you to select which pass (1 to 4) you are making with the script. It re-runs a script after the first run of the script.
- *Filing Cabinet*. This is the same filing cabinet used by WinCIM, and if you installed CSNav in the same directory as WinCIM, it has access to the same files.
- *In Basket*. When this icon is displayed in full color, you have mail or files in your in-basket; when it is dimmed, there is nothing in the basket.
- *Out Basket*. Similar to the In Basket but it is for items awaiting transmittal, or scripts ready to run.
- *Address Book*. This is the common address book available with WinCIM.
- *Exit Navigator*. This icon looks like an up arrow in a box. It takes you out of CSNav.
- *Help*. This is a large question mark. Choose this icon to get context-sensitive help at any point.

Entering Your CSNav Settings

To begin work in CSNav for the first time, you need to specify some of the settings that you use to sign on to CompuServe. A full explanation of the Settings window is included in Chapter 1, "Getting Started on CompuServe." (See fig. 6.3.)

Fig. 6.3
CSNav Setup
Session Settings
form.

To change the settings, follow these steps:

1. From the **Settings** menu, choose **S**ession by clicking on the item or using the underlined letter on the menus as you learned in using WinCIM.

Note

If you have previously filled out a setting form in WinCIM, this window will already have your settings in place.

2. You need to enter a Current Session name, such as **w**ork or **h**ome.
3. Choose **N**ew.
4. Press Tab to move to the **N**ame field (or click it), and enter your name.
5. Press Tab to move to the **U**ser ID field (or click it), and enter your ID number.
6. In the **P**assword field, enter your password. It is not echoed to the screen; instead, you see a series of asterisks.
7. In the **P**hone field, enter the CompuServe or Network telephone numbers given to you in the signup process.
8. In the **C**onconnector field, choose your communications port number (COM1, COM2, COM3, or COM4).
9. Next, choose the **B**aud Rate of your modem. You can either type in the baud rate or you can click the down arrow to choose a rate from the menu.
10. In the **N**etwork field, choose the communications network that you will be dialing.
11. You can specify the modem that you are using by choose **M**odem, or identify the **L**AN (if any) that you use.
12. Finish by selecting OK.

Tip

You can create several setting configurations, perhaps one for work, one for home, and another for your laptop.

Getting Help

CSNav has an extensive context-sensitive help facility. Select the ? icon at any time for assistance, or choose Help from the menu bar. Some windows

and dialog boxes offer Help as a button choice. In addition, there is a Navigator Information area called CSNAV. In WinCIM, click on the GO icon, and type **CSNAV**.

Constructing a Script

Following are the steps to construct a simple script to retrieve a weather report:

Note

In Chapter 10, "Sending and Receiving E-Mail," there is a sample script to send and receive mail, and Chapter 3, "Retrieving and Posting Information," has a description of how CSNav can be used to upload and download files.

1. Open a new script file by choosing the New Script icon on the ribbon. A new script opens in the right side of the window.
2. Double-click on the News, Weather, and Sports entry in the Services window.

The directory entry in the Services window expands to reveal the specific services available. You can choose a weather report by City, State/Province, and so on (see fig. 6.4).

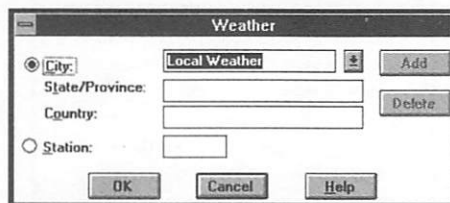


Fig. 6.4

The Weather dialog box.

3. Choose OK.
4. From the File menu, choose Save As and enter your title for the script, for example, **Weather**.
5. Choose the Preview icon just to be sure that you have entered information correctly.

6. Choose the Run icon, and an on-line Session is initiated.

CSNav dials, signs on to CompuServe, gets the weather report requested, and closes the session.

7. From the File menu, choose Open and open WEATHER.SES, which is the file in which your information is now being stored.
8. Now, choose the file folder called Weather Forecast, and you can read the forecast. You can just read it and exit, or you can save it as a file by selecting the Save As icon.

Tip

You can choose the Search Services icon (the magnifying glass icon) while in the Services window to locate a particular forum from a list.

You can continue adding tasks by clicking and dragging items from the session window to the script window. In the script window, you can enable and disable items by clicking the check box next to each item. An X in the box means that it is activated. In addition, you may Tab from item to item and hit return to put an X in the box.

To customize your forum-related tasks, you can choose the icon next to the session title (it looks like a hand holding a wand). The Perform Marked Forum Tasks dialog box is displayed (see fig. 6.5). This dialog box contains many options for summarizing, deleting, and retrieving forum messages, and for searching, contributing, and summarizing new library files.

Fig. 6.5

The Perform Marked Forum Tasks dialog box.



You can preview a script before running it to check the activities that will be carried out. When you choose the Preview icon (it looks like a checklist), a report box tells you what activities will be carried out. You can choose to print the report or to run the script.

Caution

For new or revised scripts, always run Preview to be sure that the tasks are defined correctly.

You can review a session anytime by opening the session file and selecting the various reports that exist.

Using the Scheduler To Become More Efficient

The CompuServe Scheduler is a separate utility that comes with CSNav to allow you to launch CSNav as an independent task on a schedule.

You could have CSNav run after 11:00 p.m., for example, to save long distance charges, or have CSNav run a script every day, or every week, to get your stock quotes, the weather, or to maintain your forum information.

Start the Scheduler by choosing the icon that looks like a pocket watch, and then filling out the Scheduler entry form. You specify when you want Scheduler to launch CSNav, which program to launch, and that you want to save the session. Figure 6.6 shows the main Scheduler data entry form.

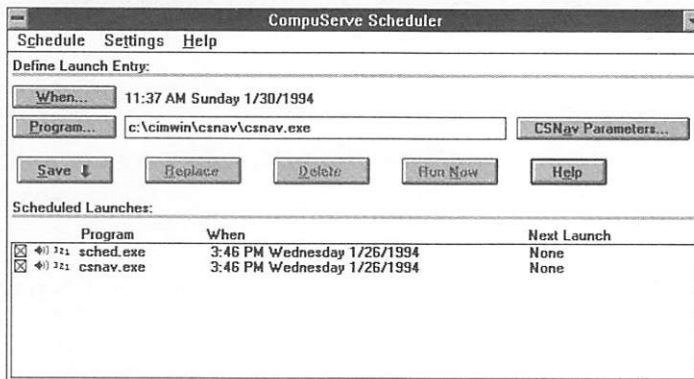


Fig. 6.6
The main Scheduler data entry form.

Comparing WinCIM and CSNav

Each program—WinCIM and CSNav—has strengths and is superior to the other for certain tasks. WinCIM, for example, is interactive and has dynamic searching, help, and database searching.

Tip

Many businesses use the Scheduler to automate mail and forum information in the evening, after hours, to minimize the disruption of other office computing.

The following table offers a comparison of WinCIM and CSNav tasks.

Task	WinCIM	CSNav
Forum Messages	Easy access to a thread, no multipass needed	Automated, quick access and automated joining
Forum Libraries	No multipass operation	Automated retrieval of abstracts, and then retrieval of specified items, decisions do not have to be made on-line
Conferences	A Windows interface	No support
Mail	Multiple methods of retrieval	Automated retrieval and sending
Uploads and Downloads	Good control over methods and protocols	Automated retrieval and sending
Scheduled Interactions	Cannot use the Scheduler for full control; some timed activities available	Full control

Essentially, CSNav is very useful to CompuServe users who have joined many forums and want to make managing them easier and most cost-effective. CSNav also is useful to businesses that get a considerable amount of mail because they can schedule mail retrieval for convenient times.

From Here...

See the following chapters for more information on the CompuServe Navigator for Windows:

- Chapter 1, “Getting Started on CompuServe,” for information on using WinCIM.
- Chapter 3, “Retrieving and Posting Information,” for information on uploading and downloading, and a sample script for using CSNav to upload and download.
- Chapter 10, “Sending and Receiving E-Mail,” for information on sending and retrieving e-mail, and a sample script to send and retrieve mail.

Chapter 7

Using Macintosh CIM

MacCIM is shipped on two disks and provides its own installer utility. The following section lists the items necessary to ensure that MacCIM will function properly.

System Requirements

MacCIM version 2.2.2 requires the following Macintosh system:

- Macintosh Plus or later
- 1M RAM for System 6 or 2M RAM for System 7
- System 6.04 or later
- A hard disk drive
- One 800K floppy disk drive
- A Hayes-compatible modem

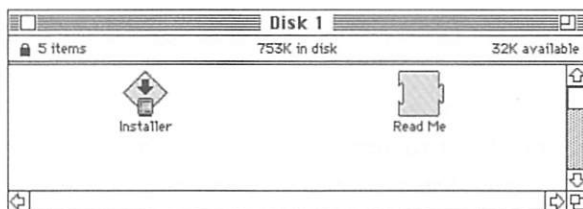
Once you have determined that your Macintosh meets this criteria, you are ready to proceed with the installation. The next section guides you step by step through the installation process.

Installation

To install MacCIM, follow these steps:

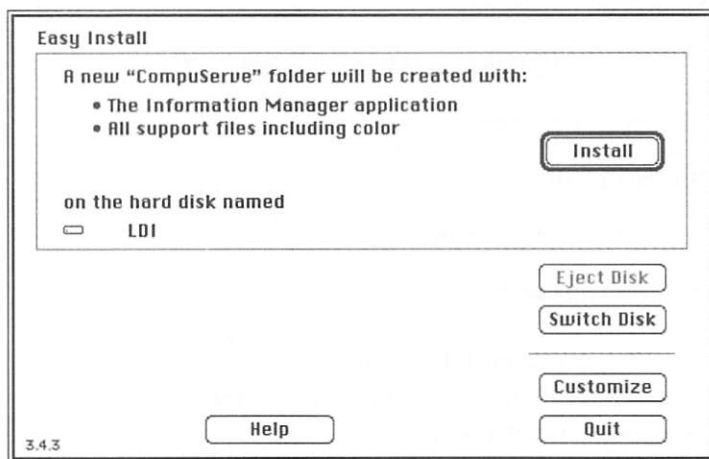
1. Insert Disk 1 into the floppy drive.
2. Double-click on the Disk 1 icon. The folder shown in figure 7.1 is displayed.

Fig. 7.1
MacCIM installation disk 1 contents.



3. Double-click on the Installer icon. The MacCIM copyright and instruction screen is displayed.
4. Select OK. The Easy Install dialog box appears (see fig. 7.2).

Fig. 7.2
The MacCIM Installer contains an Easy Install option that can be used by most users to correctly install MacCIM.



5. Select Install. The installer begins copying the MacCIM files to your hard disk.
6. When you are prompted with Please insert disk: Disk 2, remove disk 1 from your drive and insert disk 2. The installer continues copying files to your hard disk.

7. When you are prompted with `Please insert disk: Disk 1`, remove disk 2 from your drive and insert disk 1. The installer finishes copying files to your hard disk.
8. When you see the dialog box that tells you the installation was successful, select `Quit`. MacCIM has been successfully installed. You will notice a CompuServe folder has been added to your hard drive.

Configuration

Once MacCIM has been successfully installed, you need to configure it to work with your Macintosh configuration. To configure MacCIM, follow these steps:

1. Double-click on the CompuServe folder. The MacCIM folder appears (see fig. 7.3).

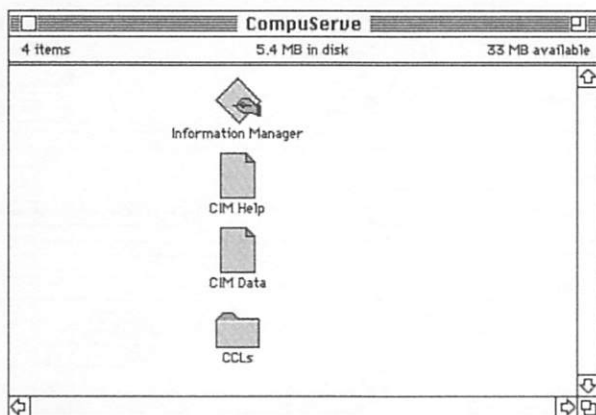


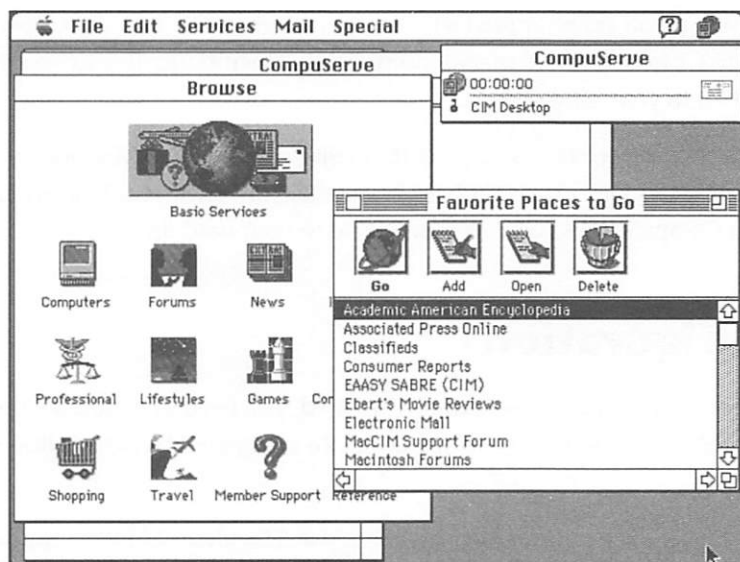
Fig. 7.3

The MacCIM folder contains the MacCIM program and associated data and configuration files.

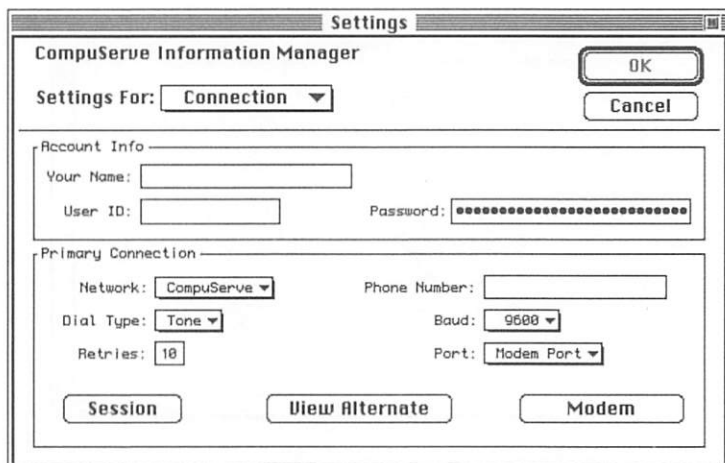
2. Double-click on `Information Manager`. A small copyright screen appears.
3. Click anywhere on the dialog box to close it. The main MacCIM screen, shown in figure 7.4, appears.
4. From the `Special` menu, select `Settings` and then `Connection`. The `Settings` dialog box appears (see fig. 7.5).

Fig. 7.4

The MacCIM program divides the Macintosh desktop into several windows, each containing status or functional information.

**Fig. 7.5**

The Settings dialog box determines how MacCIM will communicate with your modem.



5. Complete the following Account Info fields:

- **Your Name.** The name you will be known by on CompuServe.
- **User ID.** Your CompuServe User ID.
- **Password.** Your CompuServe password. This field appears as a series of bullets.

6. Complete the following Primary Connection fields:

- **Network.** The communications network you will be using to access CompuServe. The default is CompuServe but others are available through a pop-up list.
- **Dial Type.** Determines how your modem will dial. Most people use either Tone or Pulse. The Direct Connect option is for people who have special connections directly to CompuServe's computer system and do not require a modem.
- **Retries.** The number of attempts you want MacCIM to make to connect with CompuServe if the phone number is busy or unavailable. Depending on the number of users in your area, you may sometimes receive a busy signal when calling the local CompuServe access node. MacCIM allows you to specify the number of times you would like to retry the connection. This setting is really dependent on how urgently you need access. The default of 10 retries is quite a lot and should be satisfactory for most people.
- **Phone Number.** The number of your local CompuServe access node.
- **Baud.** The speed at which your modem connects to CompuServe. CompuServe allows you to access at different speeds, charging different prices for each. Typically, the higher the access speed, the higher the price. Consult your modem documentation for available modem baud rates.
- **Port.** The Macintosh communications port to which your modem is connected.

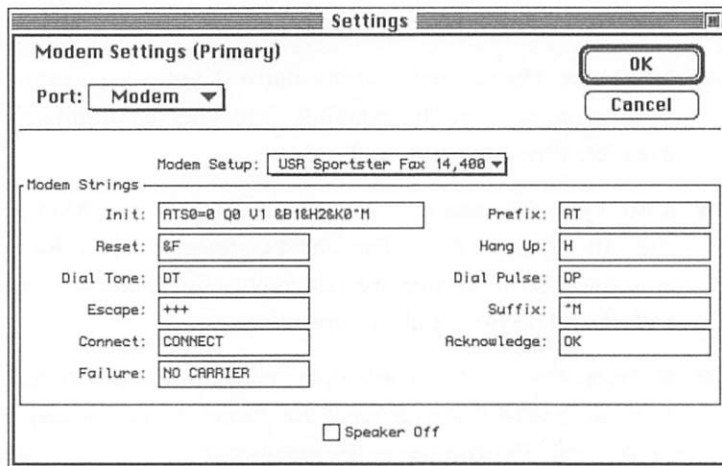
7. To select the correct modem definition, select Modem. The Modem Settings dialog box appears (see fig. 7.6).

Select the modem type from the Modem Setup pop-up list. If your modem is not listed, you can manually enter the required settings. Consult your modem's manual for configuration information.

8. Select OK to save your changes. You are returned to the MacCIM main screen.

Fig. 7.6

MacCIM is shipped pre-configured for many popular modem types.



Using Macintosh CIM

MacCIM works a little differently from either OZCIS or TAPCIS, two other CompuServe navigators reviewed in this book. The other two programs perform most of their work off-line; MacCIM performs most of its work on-line, while connected to CompuServe.

When you perform your first CompuServe task, MacCIM connects with CompuServe, performs the task, and remains on-line afterwards. If, however, you are already connected to CompuServe, MacCIM simply performs the task. You must manually disconnect from CompuServe.

When first run, MacCIM opens the following windows:

- **Browse.** Provides icons accessing several popular CompuServe areas.
- **Favorite Places to Go.** Contains a list of areas that you frequent often. You can modify this list to suit your preferences.
- **CompuServe Status Window.** Displays status information including the amount of time on-line and the current forum or area.

When you have finished using CompuServe, select File, Disconnect; MacCIM will disconnect you from CompuServe. Certain MacCIM Functions also have a button or menu item that allows you to disconnect when the operation is complete. This feature enables MacCIM to start an operation and disconnect when completed without intervention from the user.

CompuServe Mail

One of the most used functions of CompuServe is the mail system. MacCIM provides access to CompuServe Mail, enabling you to send, receive, and reply to messages from other CompuServe users as well as users of other mail systems such as MCI Mail, AT&T Mail, and the Internet.

Get New Mail

To retrieve any mail that may reside in your CompuServe Mailbox, follow these steps:

1. From the Mail menu, select Get New Mail. MacCIM checks your mailbox for any new mail messages. If none are found, a dialog box tells you that you have no mail. Otherwise, the New Mail dialog box appears (see fig. 7.7).

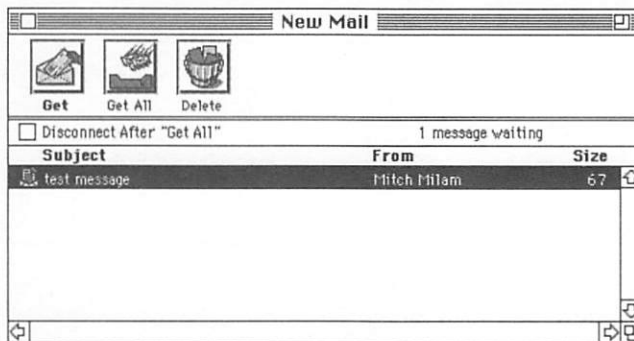


Fig. 7.7
MacCIM displays any new CompuServe mail messages it finds in your mailbox.

2. MacCIM shows the subject, who the message is from, and the message size. Multiple messages may be shown. At this point, you can either read a single message or all waiting messages. To read a single message, select Get; to read all messages, select Get All.

The Reading New Mail dialog box appears (see fig 7.8).

You have the option of disconnecting from CompuServe after a Get All operation.

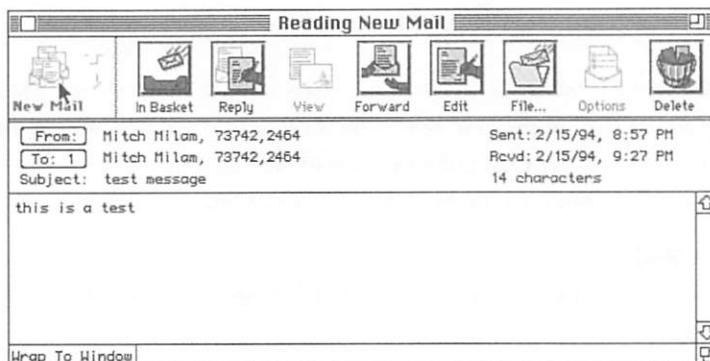
Create Mail

To create a CompuServe mail message, follow these steps:

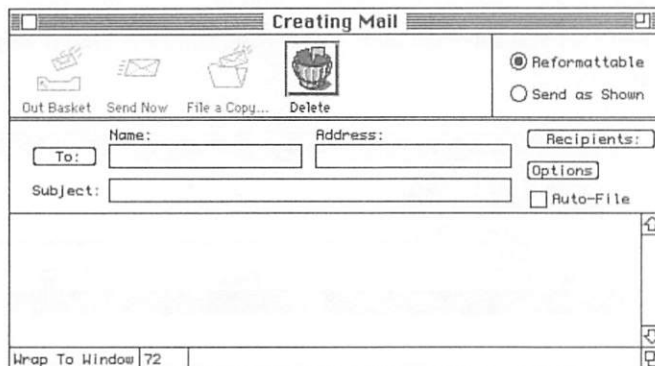
1. From the Mail menu, select Create Mail. The Creating Mail dialog box appears (see fig. 7.9).

Fig. 7.8

In addition to allowing you to read your CompuServe mail messages, MacCIM allows you to perform such filing functions as replying, forwarding, filing, and deleting.

**Fig. 7.9**

Creating a CompuServe mail message using MacCIM.



2. To create a new mail message, complete the following fields:

- **Reformattable.** Instructs CompuServe to reformat the message for the recipient's screen width.
- **Send as Shown.** Instructs CompuServe not to perform any formatting when the recipient reads the message. This feature is mainly intended for messages containing columnar text such as a table or spreadsheet-like text.
- **Name.** The name of the person receiving the message. You can select from your address book by selecting To:.
- **Address.** The recipient's CompuServe address.
- **Subject.** The message topic.

- **Recipients.** Allows you to select several people, each of whom will receive the message.
- **Options.** Allows you to set options for exactly how the message will be delivered and who will pay for it.
- **Auto-File.** Automatically files the message in the folder you have designated for Sent Mail.
- **Message Body.** Although not marked, the large edit box located at the bottom of the dialog box is where the message text is entered.

When you complete a message, the icons at the top of the dialog box become active to perform the following functions:

- **Out Basket.** Places the message in your Out Basket for later shipment to CompuServe.
 - **Send Now.** Sends the message immediately. If you aren't connected to CompuServe, MacCIM connects before sending the message.
 - **File a Copy.** Stores a copy of the message in your filing cabinet.
 - **Delete.** Discards the message and returns you to the main MacCIM screen.
3. Select Send Now. MacCIM connects to CompuServe, if necessary, and sends the message.
 4. The status window reflects the success of sending your mail message.

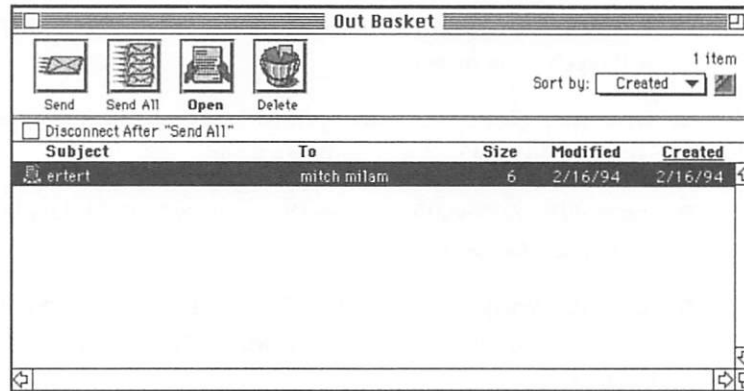
Send Mail in Out Basket

The Send Mail in Out Basket menu item is inactive unless you have pending mail messages you have created residing in your Out Basket. To send the mail in your Out Basket, follow these steps:

1. From the Mail menu, select Send Mail in Out Basket. The dialog box shown in figure 7.10 appears.

Fig. 7.10

The MacCIM Out Basket holds pending mail messages awaiting your next send Mail operation.



The Out Basket may contain from one to many pending mail messages, each of which identifies the subject, the recipient, size, modification date, and creation date. The following options are available from within your Out Basket:

- **Send.** Sends the current mail message.
 - **Send All.** Sends all mail messages. As with the Get All mail function, MacCIM allows you to disconnect after sending the messages by checking the Disconnect After "Send All" box.
 - **Open.** Allows you to open and read the mail messages.
 - **Delete.** Removes a mail message from the Out Basket.
2. Select Send. MacCIM sends the current mail message to CompuServe Mail.

Send & Receive All Mail

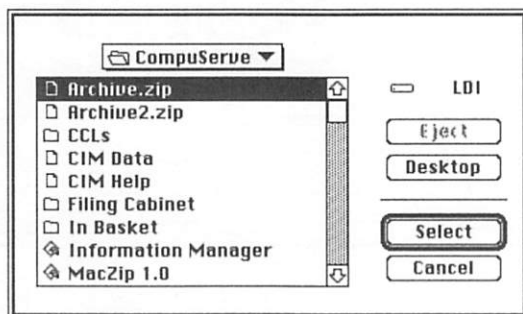
In many cases, you will want to send the contents of your out basket and retrieve any waiting mail messages. From the Mail menu, select Send & Receive All Mail to perform this function.

MacCIM displays a list of any mail messages retrieved.

Send File

MacCIM also allows you to send a file to another CompuServe user in the same manner in which you have been sending text messages. To send a file via CompuServe Mail, follow these steps:

1. From the Mail menu, select Send File. The file selection dialog box, shown in figure 7.11, appears.

**Fig. 7.11**

Select a file to send to another CompuServe user.

2. Choose the file, and then choose Select.
3. Complete the following fields:
 - **Name.** The name of the person receiving the file.
 - **Address.** The recipient's CompuServe address.
 - **Subject.** The subject of the message.
 - **File.** The file you selected earlier.
 - **Comment.** A comment about the file.
 - **Recipients.** Allows you to send the file to other people.
 - **Options.** Sets other mail options.
 - **Type.** Either Binary (default) or Text.
 - **MacBinary.** Informs CompuServe that the file is a Macintosh file, which receives special treatment.
3. Select Out Basket to store the file in your out basket for sending later, or select Send Now to send the file immediately.

Creating a Forum Message

MacCIM also allows you to create forum messages. Forum messages are basically like CompuServe mail messages with the addition of forum-specific addressing. Forum messages provide CompuServe users the ability to ask and answer questions, voice opinions, and otherwise discuss topics of interest within a CompuServe forum. To send a forum message, follow these steps:

1. From the Mail menu, select Create Forum Message. The Creating Forum Message dialog box appears (see fig. 7.12).

Fig. 7.12

In addition to CompuServe mail messages, MacCIM allows you to create messages to be sent to a forum as well.

2. To create a new forum message, complete the following fields:

- **Topic.** The topic of the message.
- **Name.** The name of the person receiving the message.
You can select from your address book by selecting To:.
- **Address.** The recipient's CompuServe address.
- **Private.** Allows only the recipient to see the message. This option may not be available if the forum doesn't support private messages.
- **Via Mail.** Sends the message via CompuServe Mail. This option may not be available if the forum doesn't support it.
- **Forum.** Displays a list, enabling you to select the forum to place the message. This value defaults to the current forum but MacCIM also allows you to select a different forum by selecting one from a list of previously entered forums.
- **Section.** Contains a list of the sections available in the forum.
- **Message Body.** Although not marked, the large edit box located at the bottom of the dialog box is where the message text is entered.

When you complete a message, the icons at the top of the dialog box become active to perform the following functions:

- **Send.** Sends the message immediately. If you aren't connected to CompuServe, MacCIM connects before sending the message.

- **Out Basket.** Places the message in your Out Basket for later shipment to CompuServe.
- **File a Copy.** Stores a copy of the message in your filing cabinet.
- **Delete.** Discards the message and returns you to the main MacCIM screen.

3. Select **Send Now.** Your message will be posted in the CompuServe forum you specified.

Address Book

MacCIM allows you to keep an Address Book of CompuServe users with whom you regularly communicate. The Address Book may be used when creating a CompuServe mail or forum message to complete the address and user name fields. To add an entry to your address book, perform the following steps:

1. Select Mail, Address Book. The Address Book dialog box shown in figure 7.13 appears.

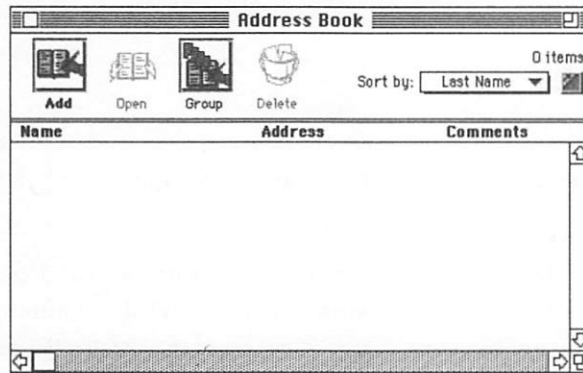


Fig. 7.13

MacCIM Address Book.

2. Click the **Add** icon. A dialog box appears allowing you to create a new address book entry. Complete the following fields:
 - **Name.** CompuServe user's name.
 - **Address.** User's CompuServe ID.
 - **Comments.** Any comments you want to make about the user, such as company name or mailing address.

- **Format.** Will be either E-Mail or Postal. Specifying Postal allows you to send a hard-copy of the message via the U.S. Postal service.

3. Select Add. The new address will be added to the address book.

While in the Address Book dialog box, you have access to the following features:

- **Add.** Adds an entry to the Address Book.
- **Open.** Allows you to edit an existing Address Book entry.
- **Group.** Allows you to assign several CompuServe users to a group. When creating a message, you may select the group and have the message sent to each of the members of the group. This saves you time by not having to send the same message to each individual of the group.
- **Sort by.** Allows you to alter the address list display order. You have the choice of sorting by first name, last name, address, or comments. You may also choose to display the list sorted in either ascending or descending order.

Services

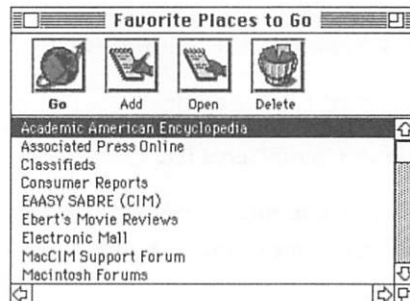
The Services menu provides access to many of CompuServe's services. These services are discussed in the following sections.

Favorite Places

The Favorite Places to Go window is one of the default windows opened when you start MacCIM. This window contains a list of forums or other special areas that you frequent. Figure 7.14 shows the default list of Favorite Places to Go.

Fig. 7.14

MacCIM is shipped with several of the most popular Favorite Places to Go already listed.



At the top of the Favorite Places to Go window are four icons:

- **Go.** Goes to the currently highlighted place. You can also go by double-clicking on the entry.
- **Add.** Allows you to add a list entry.
- **Open.** Allows you to edit a list entry.
- **Delete.** Removes a list entry.

To add a new Favorite Place to Go, follow these steps:

1. Select Add. The add entry dialog box, shown in figure 7.15, appears.

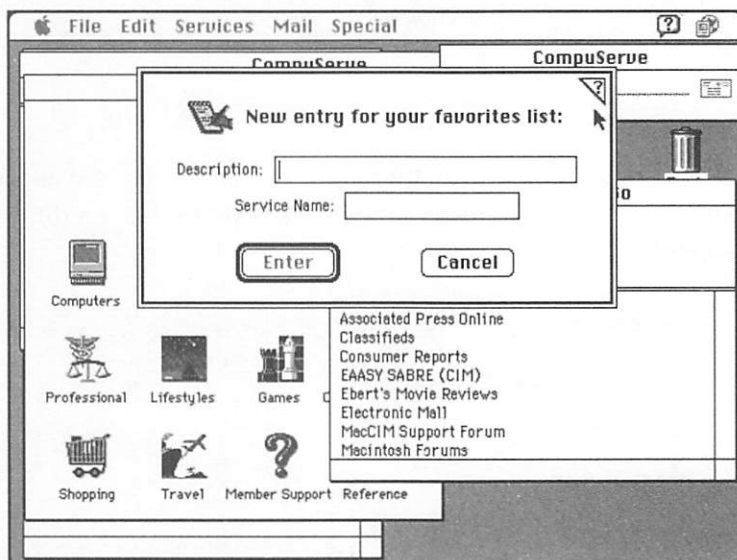


Fig. 7.15
Adding a Favorite
Place to Go.

2. Enter the description and press Tab. The description is the text that will be shown in the list.
3. Enter the service name. This is the name of the CompuServe service you want to access. For example, CIS:MCIMSUP is the MacCIM Support forum.
4. Select Enter. The new entry will be added to the list.

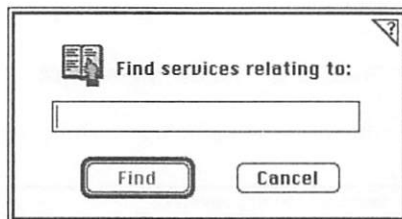
Find

CompuServe is a very large system and sometimes it can be a very daunting task to locate a topic of interest. The Find feature enables you to ask CompuServe for help. To search for a topic, follow these steps:

1. From the Services menu, select Find. The find a service dialog box, shown in figure 7.16, appears.

Fig. 7.16

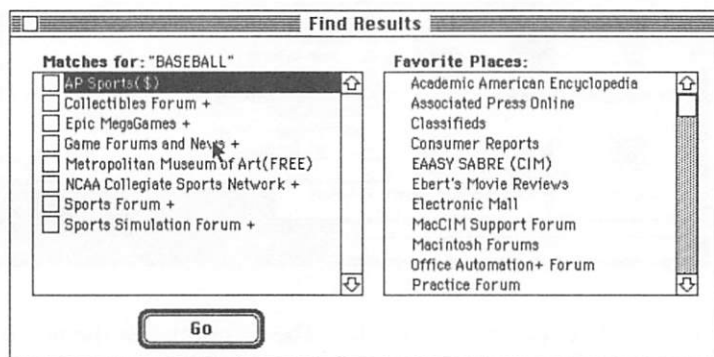
MacCIM enables you to ask CompuServe for assistance in locating topics of interest.



2. Enter the topic you want to find, for example, **baseball**.
3. Select Find. MacCIM passes the request to CompuServe and displays any results. Figure 7.17 shows the results of your search for the topic baseball.

Fig. 7.17

The find results of searching for baseball.



4. If you want to further explore one of the results, select one of the matches, and then select Go. You are taken to the selected forum or service.

Browse

The Browse window is another MacCIM default window. It contains icons that enable you to navigate to the most common areas on CompuServe. The icons represent the following services:

- **Basic Services** identifies all the sources of information that are included in the Basic Service, and can be accessed at no additional charge. Services that are not included in Basic Services will have a plus (+) indicating you will incur additional charges while using the service. CompuServe services marked by a dollar sign (\$) indicate you will incur charges in addition to those charged by CompuServe.
- **Computers** lists computer hardware and software-related forums.
- **Forums** groups CompuServe's forum areas into subject groups, such as aviation, education, professional, sports, and travel.
- **News** grants you access to different news services available on CompuServe. Although many are part of CompuServe's basic services, others incur additional on-line charges or charge you for usage in addition to CompuServe's charges.
- **Investment** provides access to investment, money matters, stock markets, and other business-related services.
- **Professional Services** include areas such as business management, engineering, health, and legal.
- **Lifestyles** provides access to areas such as hobbies, the arts, music, literature, education, food and wine, and health and fitness.
- **Games** provides access to several on-line games as well as other game-related services.
- **Communications** accesses communications-related services.
- **Shopping** provides access to areas such as CompuServe's Electronic Mall, classifieds, and consumer reports.
- **Travel** provides access to travel-related areas and services.
- **Member Support** enables you to obtain assistance from CompuServe support technicians, view your current charges, or change your payment method or address.
- **Reference** provides access to on-line reference materials, such as dictionaries, encyclopedias, and other reference reports.

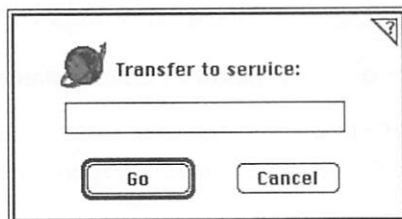
These services are dynamic and may be changed as services are added, removed, or changed.

Go

MacCIM provides a method of going directly to a specific CompuServe service. From the Services menu, select Go to display the dialog box shown in figure 7.18.

Fig. 7.18

MacCIM allows you to go to a specific CompuServe service.



Enter the name of the service and select Go. MacCIM enters the service and displays information specific to that service.

What's New

CompuServe keeps a list of new events, services, and announcements in the What's New section, which is updated at regular intervals. From the Services menu, select What's New to display the What's New dialog box (see fig. 7.19).

Fig. 7.19

Accessing CompuServe's What's New bulletins.



Selecting a topic retrieves the topic and displays it in a window.

Special Events

Special Events lists upcoming conferences and events. From the Services menu, select Special Events to display the Special Events dialog box (see fig. 7.20).

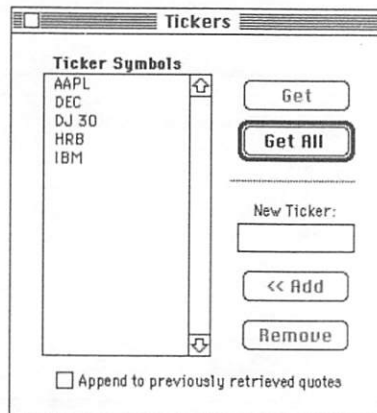
**Fig. 7.20**

MacCIM can retrieve CompuServe's list of upcoming special events and conferences.

Selecting a topic retrieves the topic and displays it in a window. In some cases, selecting a topic displays a list of subtopics. Selecting the topic displays it in a window.

Quotes

Displays current stock market quotes. From the Services menu, select Quotes to display the Tickers dialog box, like the one shown in figure 7.21.

**Fig. 7.21**

MacCIM can retrieve the current market price of selected company stocks.

The Tickers dialog box has the following functions:

- **Get.** Retrieves the stock currently highlighted.
- **Get All.** Retrieves all stocks.
- **New Ticker.** Enables you to specify a new stock to add to the list.
- **Add.** Adds the stock specified in New Ticker to the list.

- **Remove.** Removes the current stock from the list.
- **Append to previously retrieved quotes.** Appends the next quote you retrieve to an existing quote.

Highlight a stock and select Get; MacCIM retrieves the stock's information and displays it in a window much like that in figure 7.22.

Fig. 7.22

A sample stock quote retrieved from CompuServe.

Ticker	Volume	High	Low	Last	Change	Update
IBM	14398	55.250	54.625	54.750	+ 0.250	3:58

Weather

CompuServe has a weather service that enables you to obtain the current weather forecast for your area or any other location in the world. From the Services menu, select Weather to display a dialog box like the one shown in figure 7.23.

Fig. 7.23

The MacCIM weather forecast dialog box enables you to see what type of weather specific areas of the world are experiencing.

Get the weather forecast for:

☒ Local

☐ City:

State/Province:

Country:

☐ Station:

OK Cancel

The following information fields are available:

- **Local.** Displays the weather report for your current location.
- **City, State/Province, and Country.** Enables you to specify the location to check.

- **Station.** This is the ID, usually an airport location, of a specific Weather Service reporting station.

Selecting the Local weather forecast displays the Weather:Local dialog box, much like the one shown in figure 7.24.

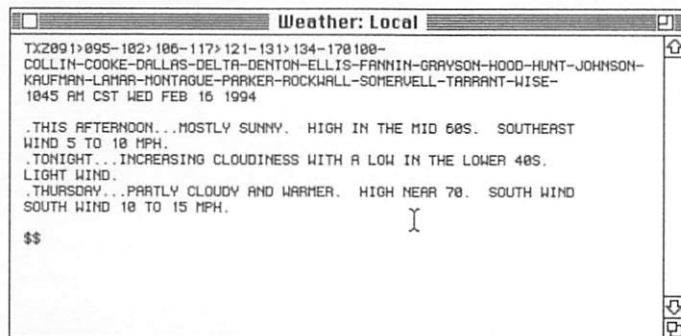


Fig. 7.24
The local weather forecast as retrieved by MacCIM.

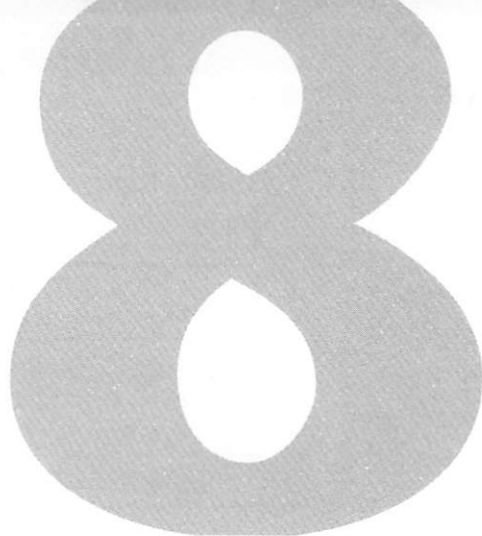
From Here...

MacCIM provides the Macintosh user with a well-developed Mac-like interface for CompuServe. Most CompuServe functions are intercepted by MacCIM and presented to the user in standard Macintosh dialog boxes, windows, and menus. This hides much of CompuServe's complexity from users, enabling them to be much more efficient. Refer to the following chapters for related information:

- Chapter 2, "Locating Information"
- Chapter 3, "Retrieving and Posting Information"
- Chapter 10, "Sending and Receiving E-Mail"
- Chapter 13, "Finding the Most Useful Resources for Business"

Chapter 8

Using OzCIS



OzCIS is a CompuServe navigation program that enables you to automate your access to CompuServe. OzCIS enables you to perform actions off-line, thereby minimizing the amount of time you spend on-line. This generally leads to a reduction in connection costs.

OzCIS is designed for the intermediate to advanced CompuServe user. The program expects you to have basic knowledge of CompuServe's layout and organization. The program's documentation acknowledges that beginning users may find the program confusing and they should try the CompuServe Information Manager (CIM) as a learning tool.

Features

OzCIS automates access to CompuServe services, such as electronic mail and forums. OzCIS offers the following features:

- Off-line access to e-mail and forum message libraries
- Complete forum file cataloging
- Interactive CompuServe access as well as off-line support
- Script support for automating nonforum services on-line

Purchasing OzCIS

You can purchase OzCIS from Ozarks West Software, the manufacturer. You also can download it from CompuServe or from The Public (Software)

Library. The OzCIS pricing structure is broken into personal and business use for users inside and outside the United States, as follows:

Item	Inside U.S.	Outside U.S.
Personal Use		
Registration of downloaded copy	\$20	\$20
Program and documentation on disk	\$30	\$35
Program and printed manual	\$40	\$50
Printed manual only	\$20	\$30
Commercial Use		
Per copy (includes disk, printed manual, and license). Multi-copy discounts are available.	\$65	\$75

OzCIS System Requirements

OzCIS has the following hardware requirements:

- Minimum of an 80286 CPU
- 2M RAM configured as XMS (Extended Memory)
- 2M free disk space for installation, plus another 2M work space

The following items are not required but are recommended:

- Mouse
- EGA or better video card
- Memory manager, such as QEMM or 386Max

Installing OzCIS

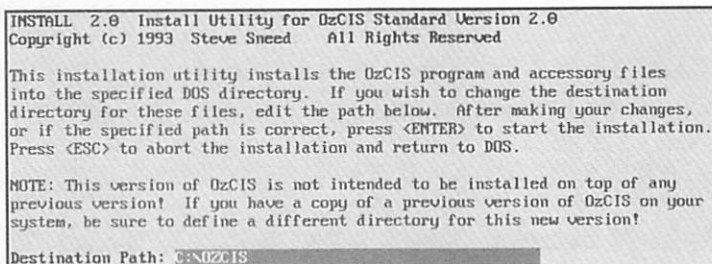
OzCIS is shipped on two disks and is contained in several self-extracting executable files. To install OzCIS, perform the following steps:

1. Insert Disk 1 into drive A.

2. Type **a:install** and press Enter.

Install displays two informational screens. Press Enter at each.

3. At the Destination Path: prompt, type the name of the directory and press Enter (see fig. 8.1).



```

INSTALL 2.0  Install Utility for OzCIS Standard Version 2.0
Copyright (c) 1993  Steve Sneed  All Rights Reserved

This installation utility installs the OzCIS program and accessory files
into the specified DOS directory.  If you wish to change the destination
directory for these files, edit the path below.  After making your changes,
or if the specified path is correct, press <ENTER> to start the installation.
Press <ESC> to abort the installation and return to DOS.

NOTE: This version of OzCIS is not intended to be installed on top of any
previous version!  If you have a copy of a previous version of OzCIS on your
system, be sure to define a different directory for this new version!

Destination Path: C:\OZCIS
  
```

Fig. 8.1
Specifying the
directory in which
OzCIS will be
installed.

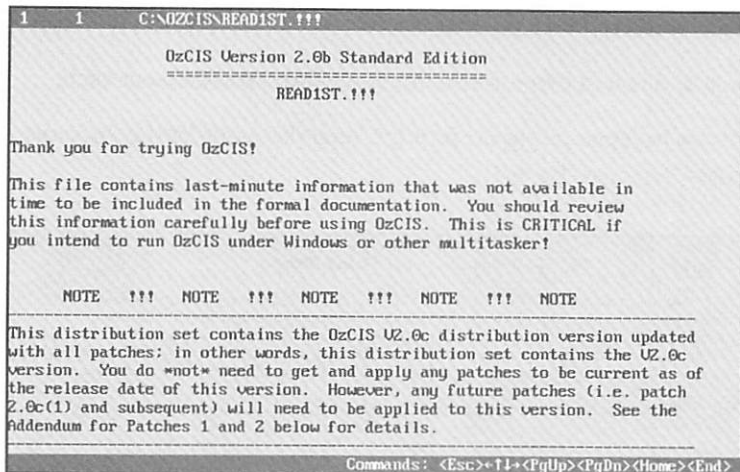
4. If the directory specified in step 3 does not exist, the prompt Path not found, create? (Y/N) is displayed. Press Y and Enter to create the directory.

The files containing OzCIS are decompressed and placed in the directory you specified. Periods are displayed while this occurs.

5. Install displays the prompt Update AUTOEXEC.BAT (Y/N). Press either Y or N, and then press Enter. If you answer Y, INSTALL appends the OzCIS directory to your PATH statement.
6. When INSTALL has finished all operations, you are asked to press Enter.
7. The READ1ST.!!! file is displayed in a viewing window (see fig. 8.2). When you have finished viewing the file, press Esc.
8. You are returned to the DOS prompt. OzCIS has been successfully installed.

Fig. 8.2

The OzCIS
READ1ST.!!! file.



Configuring OzCIS

OzCIS's configuration consists of the following categories:

- Host configuration
- Selecting forums
- Setting CompuServe parameters for OzCIS

Perform the following steps to load OzCIS:

1. Type **OzCIS** and press Enter. OzCIS loads and tells you that it is creating a new color configuration file (see fig. 8.3).

Fig. 8.3

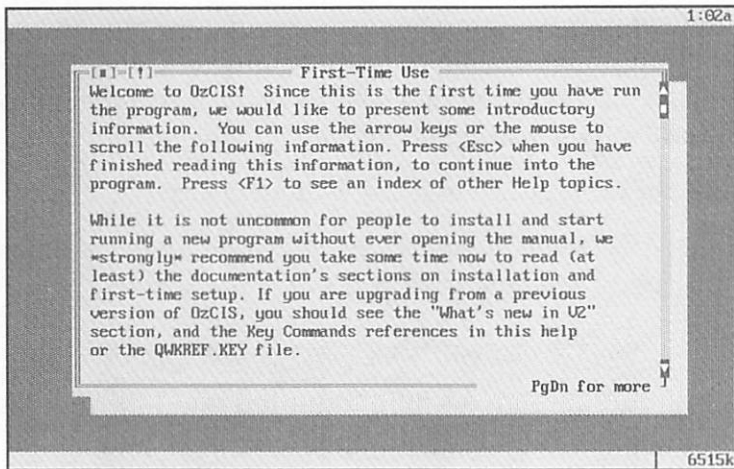
Message stating
that OzCIS is
about to create
a new color
settings file.



2. Press Enter.

OzCIS displays a message box containing first-time use information (see fig. 8.4).

Press Esc when you have finished reading the information.

**Fig. 8.4**

Useful information is displayed the first time you run OzCIS.

Understanding the OzCIS Menu System

You access the OzCIS functions via a hierarchical menu system. The top level contains the following options:

- **Tools** provides access to utility functions while running OzCIS.
- **Mail** contains functions for accessing CompuServe Mail.
- **Forums** provides access to forum-oriented services.
- **Services** enables you to access such CompuServe services as Weather, Stock Quotes, and the "What's New" bulletin board.
- **Online** enables you to connect to CompuServe to perform on-line functions.
- **Configuration** enables you to define OzCIS's operation and its interaction with CompuServe.
- **Help** provides access to the OzCIS help system.
- **eXit** quits OzCIS and returns you to DOS.

When you choose any of these options (excluding eXit), a drop-down menu appears containing additional functions specific to the topic. If you select a menu option with an ellipsis (...), a dialog box is displayed. If you select a menu option with an arrow (→), an additional menu is displayed. The remaining options simply perform the specified function.

Host Configuration

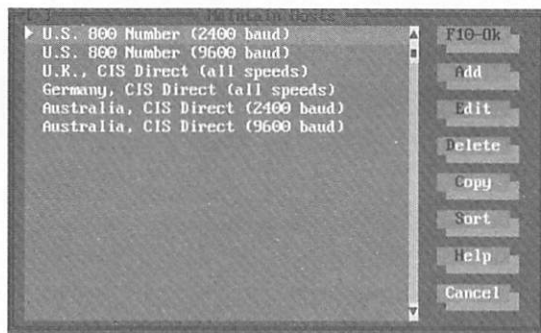
In order to connect to CompuServe, you must define a host. The *host* is simply the phone number to your local CompuServe (or other provider's) access node. To define a host, follow these steps:

1. From the Configuration menu, select **H**osts Config.

The Maintain Hosts dialog box appears showing a list of predefined CompuServe access hosts (see fig. 8.5).

Fig. 8.5

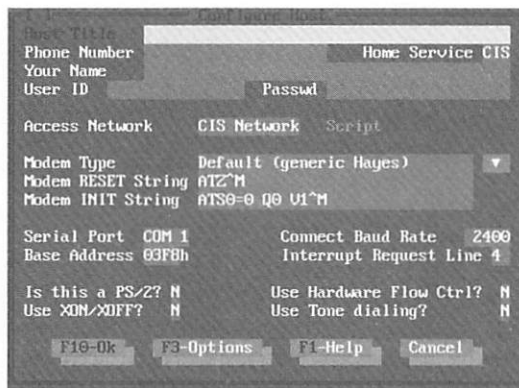
OzCIS is shipped with several predefined CompuServe access nodes.



2. Select **A**dd (Alt+A) to add a new host. The Configure Host dialog box appears (see fig. 8.6).

Fig. 8.6

The Configure Host dialog box contains information necessary for OzCIS to successfully connect to CompuServe.



OzCIS needs to know how you plan to connect to CompuServe and enables you to define many different access points or hosts. Enter the information for your CompuServe connection accordingly. Context sensitive help is available for most options by pressing F1.

3. When you have completed the host configuration, press F3 to display more host configuration options. The Host Options dialog box is displayed (see fig. 8.7).

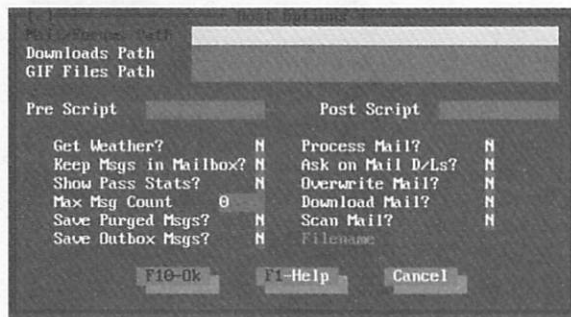


Fig. 8.7

OzCIS provides additional options for each defined host.

4. Host Options enables you to set additional host configuration options. Enter the information accordingly. Context-sensitive help is available for most options by pressing F1.
5. Select OK (F10) to return to the Configure Host dialog box.
6. Select OK (F10) to save your host configuration. The host you created is displayed in the Maintain Hosts dialog box.
7. Move the highlight to the host you just created and press Enter. This selects your newly created host as the default.
8. Select OK (F10) to exit the Maintain Hosts dialog box and return to the main menu.

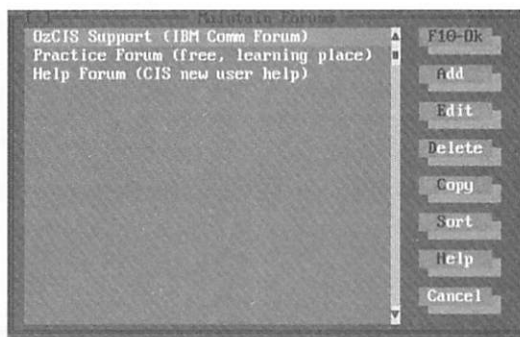
Selecting Forums

Creating the list of your favorite forums is the next step in configuring OzCIS. OzCIS enables you to define many forums, any of which can be active at one time. To define forums, perform the following steps:

1. From the Configuration menu, select **Forum Config**. The Maintain Forums dialog box appears (see fig. 8.8).

Fig. 8.8

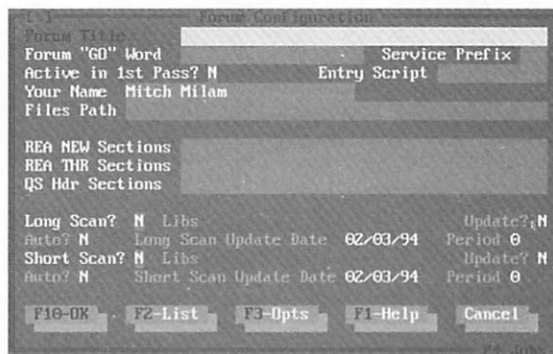
OzCIS enables you to create a list of your favorite forums, and supplies several forums as defaults.



2. Select **Add** (Alt+A). The Forum Configuration dialog box appears (see fig. 8.9).

Fig. 8.9

The Forum Configuration dialog box enables you to define how OzCIS will interact with a selected forum.



3. The various fields control how OzCIS interacts with the forum. Enter the information accordingly. Context-sensitive help is available for most options by pressing F1.

Tip

Selecting the Go word from the pop-up list and pressing Enter automatically inserts the correct description into the Forum Title field.

The following options deserve special attention because they affect how OzCIS treats forum messages and downloaded files.

- **REA NEW Sections** contains a list of sections for which you would like OzCIS to perform a READ NEW messages command. The format is 1,2,3—entries separated with commas without spaces. Entering **ALL** reads messages in all available sections. Selecting **Lst** (F2) displays a list from which you can mark the desired sections.
- **REA THR Sections** works like REA NEW but reads the messages in thread order, which is generally a slower operation.

- QS Hdr Sections retrieves all new message headers, not the messages themselves. This enables you to select messages for later retrieval.
- Long Scan determines whether section libraries are scanned for new files using long description mode. This mode retrieves the file's summary and complete description. If set to Yes, the following fields become available:

Libs contains a list of libraries to search. See the option REA NEW Sections for a description of the input format.

Update? scans for new entries that have been added since the value specified in the Long Scan Update Date field.

Auto? determines how the scan will be performed. If set to No, the scan is performed only once, until you once again set the Long Scan? field to Yes. If set to Yes, the scan is performed automatically based on the Update Date and Period fields.

Period specifies the number of days to skip between automatic update scans.

Short Scan? specifies that short library scans are to be performed. A short scan produces only the file's summary line instead of the entire description produced when using Long Scan. The entries activated by selecting Short Scan are the same as Long Scan.

4. Select Opts (F3) to set additional forum configuration options. The Forum Config Options screen, shown in figure 8.10, is displayed.

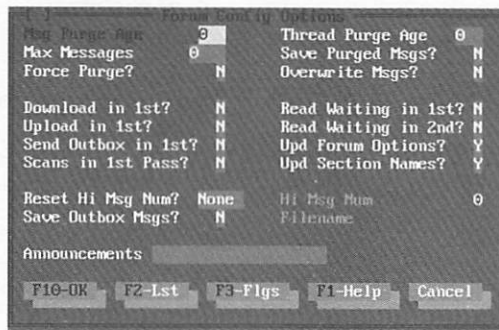


Fig. 8.10
Forum Config Options contain additional settings OzCIS can use when accessing a particular forum.

5. Complete the additional configuration options. Context-sensitive help is available for most options by pressing F1.
6. Select OK (F10) to return to the Forum Configuration dialog box.
7. Select OK (F10) to return to the main OzCIS screen.

Setting CompuServe Parameters (Connecting for Your First Session)

One of the most important steps in configuring OzCIS is setting your CompuServe parameters so OzCIS operates at maximum efficiency.

To set these parameters, from the **Online** menu, select **Online Tools**, **Profile Config**. OzCIS connects with CompuServe and sets your permanent profile settings as it requires. This process may take several minutes, depending on how busy CompuServe is when you make the connection.

Using OzCIS

OzCIS uses the term *Pass* to describe an automated on-line session. These operations are divided into several types including:

- *1st Pass*. Retrieves new messages and message headers and performs any selected special services.
- *2nd Pass*. Sends pending outbox mail messages, retrieves marked messages, uploads and downloads selected files, performs any library catalog updates, retrieves any waiting CompuServe mail messages, and selected special services.
- *Send/Recv Mail*. Sends any pending outbox mail messages and retrieves any waiting CompuServe mail.
- *Send Mail Only*. Sends any pending mail messages residing in your outbox file. No waiting CompuServe messages are retrieved.
- *Services Only*. Processes pending mail activity and special services. No forums are processed.
- *Profile Config*. Sets your CompuServe user profile settings to maximize OzCIS's efficiency.

Selecting one of these options instructs OzCIS to connect with CompuServe, perform any steps necessary to complete the task, and then disconnect. The major pass services (1st and 2nd) perform the following default actions:

1st Pass

- General
- Send Outbox Mail
- Retrieve Inbox Mail
- Perform Special Services
- Forums
- Set Forum Options
- Get Section/Library Names
- Get Announcements
- Read Waiting Messages
- Read New Messages
- QuickScan Message Headers
- Perform SYSOP Services (SYSOPs only)

2nd Pass

- General
- Send Outbox Mail
- Retrieve Inbox Mail
- Perform Special Services
- Forums
- Set Forum Options
- Get Section/Library Names
- Get Announcements
- Send Pending Outbox Messages*

- Retrieve Marked Messages from QS List*
- Upload File(s)*
- Download File(s)*
- Update Library Catalogs*
- Update Library Listings*
- Perform SYSOP Services (SYSOPs only)

(* = Can be set for 1st Pass—see the Forum Configuration dialogs information earlier in the chapter.)

CompuServe Mail

OzCIS provides an easy-to-use interface to CompuServe's Mail system. OzCIS enables you to compose messages and replies off-line, thereby reducing your on-line time and expense.

Composing Mail

To compose a message to be sent via CompuServe Mail, follow these steps:

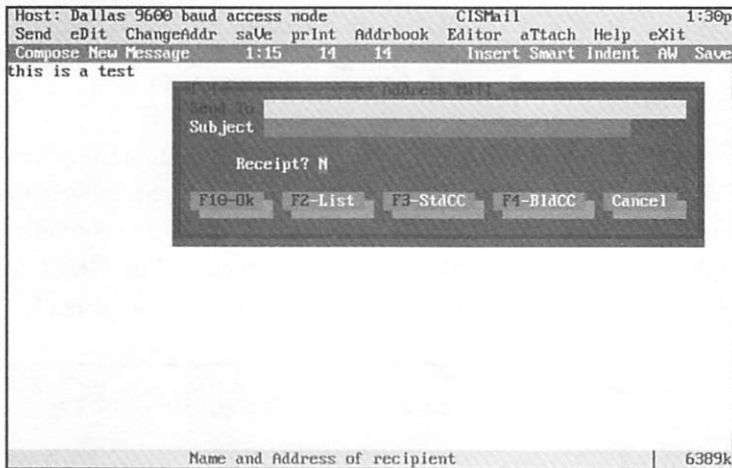
1. From the **Mail** menu, select **Compose New**. The New Compose Editor appears (see fig. 8.11).

Fig. 8.11

OzCIS provides a full-screen text editor for composing CompuServe Mail messages.



2. Enter the text of your message. OzCIS uses a WordStar-compatible text editor for all message editors and viewers.
3. Select **Send**. The Address Mail dialog box is displayed (see fig. 8.12).

**Fig. 8.12**

OzCIS provides the Address Mail dialog box into which you enter the CompuServe ID of the person to whom you are sending the message.

4. Enter the CompuServe address of the person to whom you are sending the message. You can also pick their address from an Address Book by selecting List (F2). Additional information on the OzCIS address book is provided in the section "Modifying the Address Book," later in this chapter.
5. Press the Tab key to move to the Subject field.
6. Enter the subject of your message. OzCIS requires you to complete this field.
7. Select OK (F10). The message is placed in your OzCIS outbox file, and you are returned to the main OzCIS screen.
8. From the **Mail** menu, select Send/Recv onLine. OzCIS connects with CompuServe sending the contents of your outbox message and retrieving any unread mail messages residing in your CompuServe mailbox.

Reading Mail Messages

To retrieve any unread messages that may be in your CompuServe mailbox, follow these steps:

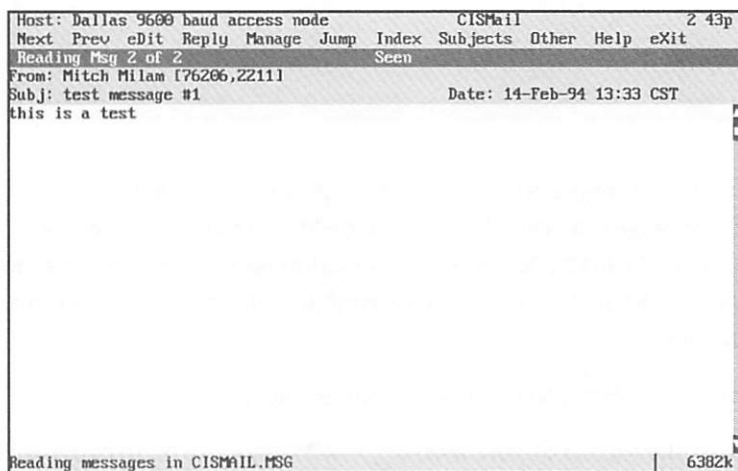
1. From the **Mail** menu, select **Send/Recv onLine**. If your mail outbox is empty, you see the prompt **no outbound Mail pending, continue?**. This tells you that there are no messages residing in your outbox.

Select **Yes**. OzCIS connects with CompuServe and retrieves any waiting messages. If OzCIS has retrieved any messages, you see the prompt **[Inbox Mail]** at the bottom of your screen informing you that you have new messages.

2. From the **Mail** menu, **Read Messages**. The OzCIS Mail message viewer shown in figure 8.13 is displayed. If no messages were retrieved, the **Read Messages** option is inactive. The Mail Message view contains a single-line menu that enables you access to its functions. Help is available for the message viewer and may be displayed by pressing F1.

Fig. 8.13

OzCIS provides a full-screen message viewer in which you can view your messages.



The line below the menu contains message status information and may resemble the following line:

```
Reading Msg 1 of 1   More [da][ua]   Seen
```

This information contains the current message number and total number of messages. If additional text exists above or below the cursor, arrows are displayed showing the direction. The remaining section of the status line contains the message flags. These flags signal information about individual messages. Help for the various options is available by pressing F1.

3. When you have finished reading your messages, select **eXit**.

4. If you have told OzCIS to update the file by deleting or killing messages, a dialog box is displayed asking whether you want to proceed with the changes. Select **Yes**. You are returned to the Mail menu.

Replying to Mail Messages

In many cases, you will want to reply to a mail message you have received after you have read it. To reply to a mail message, follow these steps:

1. From the Mail Viewer menu, select **Reply**. Notice that the screen splits into two pieces: the top contains the original message, the bottom contains your reply. Figure 8.14 shows an example of the Message Reply Editor.

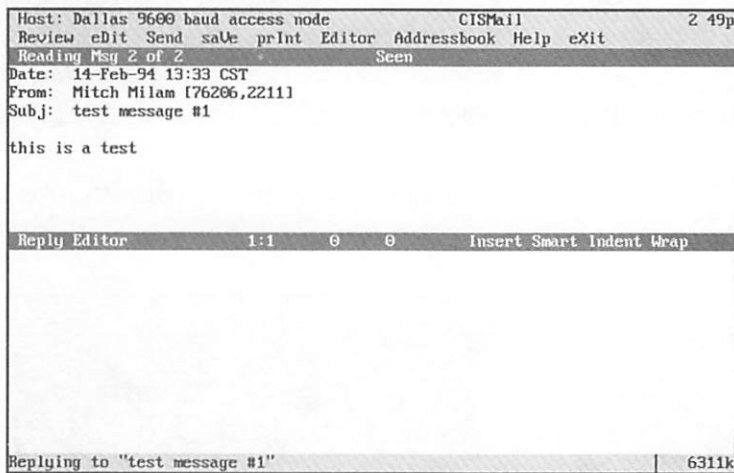


Fig. 8.14

The OzCIS Message Reply Editor showing both the original message and the Reply Editor.

2. Compose your reply. You may press F1 at any time to obtain additional information on menu item and editing functions.
3. When you have finished composing your reply, select **Send**. A menu is displayed giving you options for sending your message. In-depth descriptions for these options are available by pressing F1.
4. Select the appropriate option. You are returned to the OzCIS Mail menu.

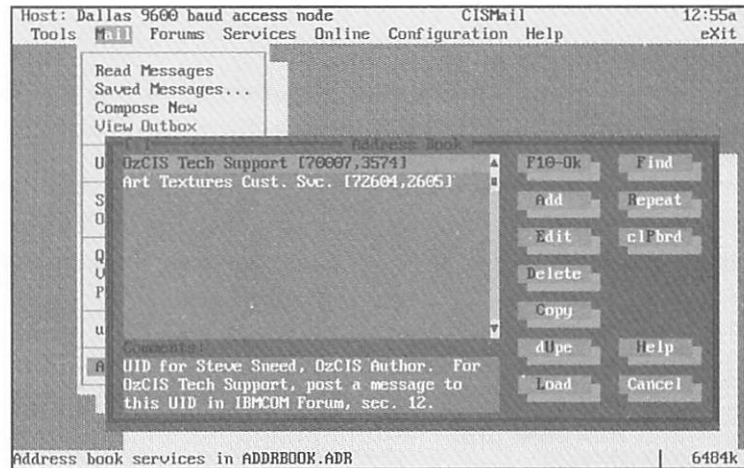
Modifying the Address Book

OzCIS enables you to keep an Address Book containing the user IDs of other CompuServe users. To modify your Address Book, follow these steps:

1. From the **Mail** menu, select **Address Books**. The Address Book dialog box is displayed (see fig. 8.15).

Fig. 8.15

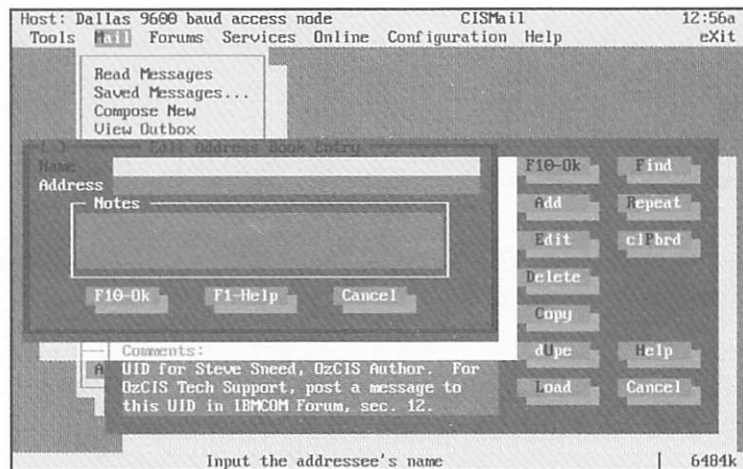
OzCIS provides Address Books into which you can place the addresses of other CompuServe users.



2. Select **Add**. The Edit Address Book Entry, shown in figure 8.16, is displayed.

Fig. 8.16

Adding another CompuServe user to your Address Book.



3. Complete the following fields:

- **Name.** Contains the user's name.
- **Address.** Contains the user's CompuServe ID number.

- *Notes.* Contains any notes about the user, such as address or company name.
- 4. Select OK (F10). You are returned to the Address Book dialog box.
- 5. If you want to enter additional users, repeat steps 3 and 4.
- 6. When you are finished, select OK (F10). You are returned to the Mail menu.

Forum Messages

Many CompuServe forums contain message areas in which users can discuss issues, pose questions, and find answers to problems. OzCIS enables you to compose and reply to messages off-line in much the same way it enables you access to CompuServe Mail.

Downloading Message Headers

OzCIS downloads new forum message headers on a 1st pass operation and places them in a file that may be used later to select which messages you want to read. One important fact you need to remember is that OzCIS must be told to collect forum message headers. Please refer to the section "Selecting Forums" for more information on forum configuration.

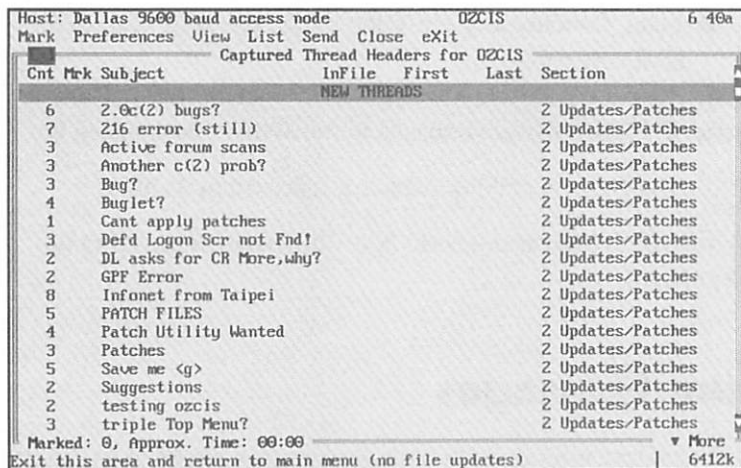
Marking Message Headers

To mark message headers that have been downloaded from a forum, follow these steps:

1. From the **Forum** menu, select **QuickScan List**. The message headers list appears (see fig. 8.17).
2. To mark a message for downloading, highlight the header and then press the space bar. A read marker (R) is displayed beside the message. Pressing the space bar again removes the read marker.
3. When you have finished marking headers, select **Send**. OzCIS saves your selections to the marked message file to be downloaded on the next 2nd Pass.

Fig. 8.17

Marking message headers for later downloading.

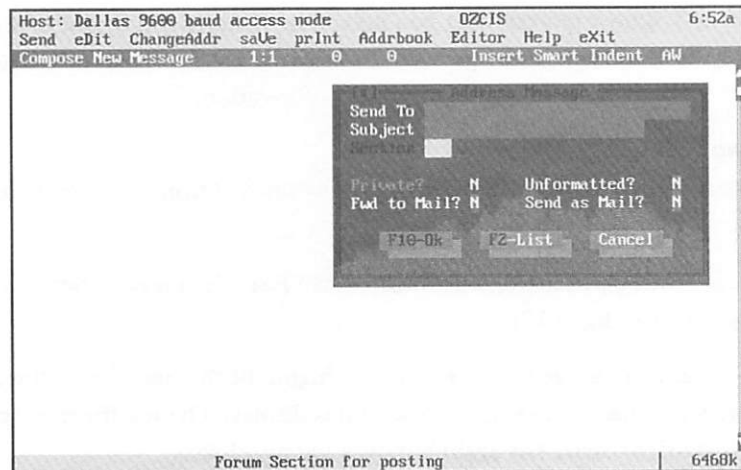


Writing Messages

Writing forum messages is almost exactly like writing CompuServe mail messages. The only difference is in addressing. Selecting **Send** displays the Address Message dialog box (see fig. 8.18).

Fig. 8.18

Addressing a forum message.



The difference between addressing mail messages and forum messages is the addition of the Section field, which specifies the library into which the message will be posted.

Forum Libraries

In addition to message areas, many CompuServe forums contain file areas, or libraries, that contain files other CompuServe users have uploaded. OzCIS provides the capability to create a list of these files on your computer. From this list, you can mark files to download to your computer.

Creating a Library Catalog

OzCIS enables you to create a catalog of files that you can use later to download files. To create a forum library catalog, follow these steps:

1. From the **Forums** menu, **Custom Services**, **Library Services**, **Catalogs**.
The Custom CATALOG Scan in OzCIS dialog box appears (see fig. 8.19).

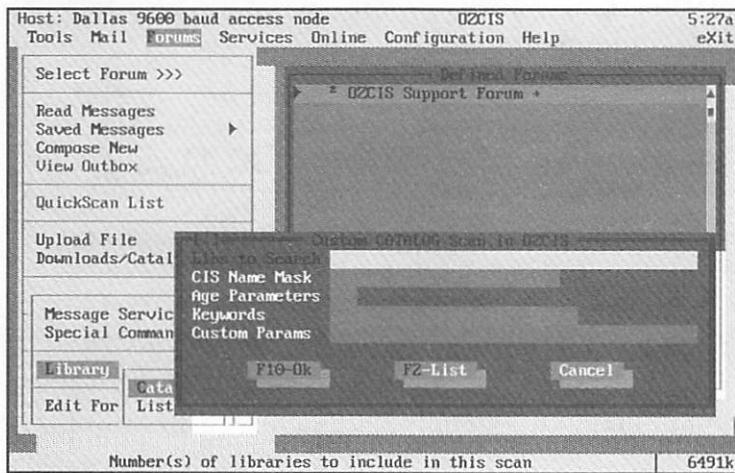


Fig. 8.19
Creating a forum library file catalog by defining custom search criteria.

OzCIS enables you to create a library catalog by defining custom search criteria containing only the files you want to see. Fill out the information appropriately.

2. Select OK (F10). You are returned to the OzCIS Library menu.
3. Press Esc twice to return to the Mail menu.
4. From the **Forum** menu, select **2nd Pass, Forum**. OzCIS connects to CompuServe and downloads the file descriptions that match the criteria you specified. When it has completed its task, OzCIS disconnects and returns you to the Mail menu.

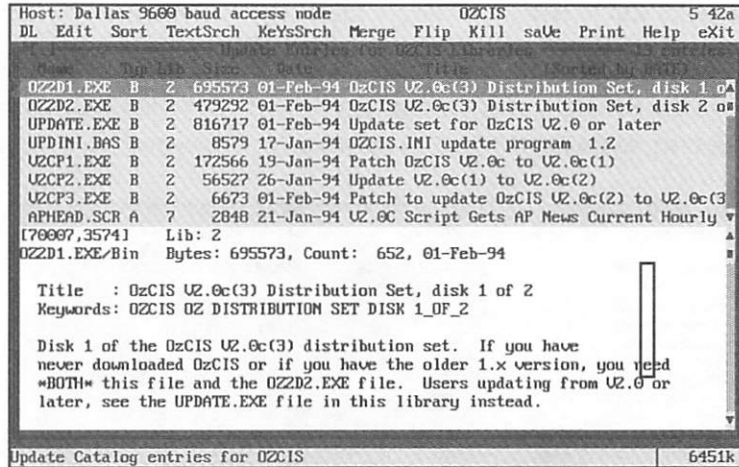
Marking Files To Download

After you have created your catalog, you can select files to download. Follow these steps to mark files for later downloading:

1. From the **Forums** menu, select **Downloads/Catalogs**, and then select **Select from Catalog**. A file catalog resembling the one in figure 8.20 is displayed.

Fig. 8.20

Marking catalog files for later downloading.



2. The file catalog is divided into two parts. The top shows the list of files; the bottom shows the file description. The description changes as you move up and down the list.
3. To select a file for downloading, highlight the file and press the space bar. A check mark appears beside the file name to acknowledge that the file has been marked. Pressing the space bar again unmarks the file.
4. After you have completed marking your files, select **DL**, and then select **All tagged entries**.
5. OzCis displays the Download File dialog box to verify the CompuServe file name, the name of the file when downloaded, the library, and age (see fig. 8.21).

If you want to download this file, select **OK (F10)**; otherwise, select **Cancel**.

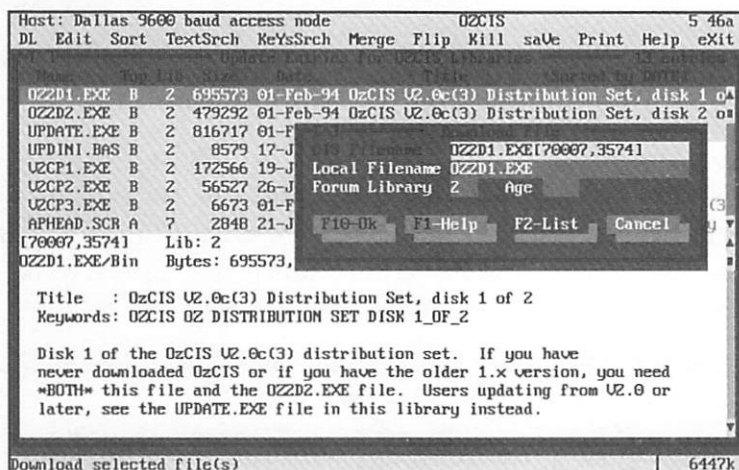


Fig. 8.21
OzCIS verifies each file to be downloaded.

6. After you have verified each of your entries, select **eXit** to return to the **Forums** menu. The marked files will be downloaded in the next 2nd Pass operation.

Manually Accessing CompuServe

Although most CompuServe functions can be automated to reduce your on-line time, sometimes you encounter a situation in which you need to access CompuServe interactively. Examples are performing research in one of the many available databases, conferencing, or just plain browsing around looking for new, neat stuff. To access CompuServe in manual terminal mode, perform the following steps:

1. From the **Online** menu, select **L**ogon, Manual Terminal. OzCIS connects to CompuServe and places you at the TOP CompuServe menu.
2. Perform any on-line activities.
3. When finished, select **eXit**. You are logged off CompuServe and returned to the main OzCIS screen.

From Here...

OzCIS provides an extremely powerful off-line interface for CompuServe. Intended for the advanced CompuServe user, it provides off-line access to

most common CompuServe services, such as mail and forum access. OzCIS also has the capability to perform other functions, such as retrieving the current weather report or satellite map, What's New announcements, and Stock Quotes.

Once you delve into the program and learn to navigate its vast array of menus and dialog boxes, you will find you are working with a very capable CompuServe navigation program. As you continue your exploration of CompuServe, you may find the following chapters of interest:

- Chapter 2, "Using Forums and Locating Information," to learn where to find information that may be of value to you.
- Chapter 3, "Retrieving and Posting Information," to learn techniques for finding and downloading information, program, and graphics files.
- Chapter 10, "Sending and Receiving E-Mail," to learn how to send messages almost anywhere in the world.
- Chapter 13, "The Best Places for Business," to learn how you might utilize CompuServe in your day-to-day business activities.

Chapter 9

Using TAPCIS

TAPCIS is The Access Program for the CompuServe Information Service produced by Support Group, Inc. TAPCIS provides the CompuServe user with a method for accessing services that limits the amount of time spent on-line. TAPCIS does this by automating most on-line functions and performing them off-line.

What Is TAPCIS?

TAPCIS automates the sending and receiving of CompuServe Mail and forum messages and the uploading and downloading of files. TAPCIS also offers an interactive mode for those functions that need to be performed manually.

The automated functions are broken down into two classes: single and double pass. Single-pass functions, such as sending a CompuServe mail message or uploading a file, are accomplished by constructing the message or file off-line and having TAPCIS dial CompuServe and perform the transmission.

Double-pass functions, such as reading forum messages and downloading files, require two trips to CompuServe. The first pass accumulates information that is processed by you to be performed later during the second pass. For example, to read forum messages, you must first download the headers, or titles, of the messages. This gives you an idea of the topics available and enables you to mark the ones you want to read. In the second pass, TAPCIS actually downloads the messages you marked. This way, you can read them at your leisure, without the worry of running up your CompuServe bill by remaining on-line.

In this chapter, you learn about the following aspects of TAPCIS:

- Program overview
- Installation and configuration
- Using TAPCIS to perform basic CompuServe functions

TAPCIS offers the following features:

- Off-line access to e-mail and forum message libraries
- Complete forum file cataloging
- Interactive CompuServe access as well as off-line support
- Script support for automating non-forum services on-line

Getting Started with TAPCIS

TAPCIS has a very simple interface. Most off-line functions can be accomplished with a single keystroke. This makes it ideal for casual users and people who want programs to keep out of the way and let them do their job.

Purchasing TAPCIS

TAPCIS is a shareware product that can be found in a variety of BBS's, shareware distributors, and, of course, on CompuServe. TAPCIS comes with a 21-day "try before you buy" policy that enables you to work with the product before you actually make your purchase. Unlike the registered version, the shareware version displays a message encouraging you to register each time you start the program. Registering the program eliminates this message. You can register TAPCIS by contacting The Support Group, Inc., at (800) 872-4768, or you can register on CompuServe by typing **GO SWREG**.

You can also purchase TAPCIS from The Support Group, Inc., Egghead Software, and other authorized resellers for \$79.00.

System Requirements

TAPCIS requires the following in order to function properly:

- 100 percent IBM-compatible computer
- 420K free RAM
- Hayes-compatible modem (supports up to 14,400 baud)
- A floppy drive of at least 720K (although TAPCIS functions best on a hard drive)

Installing and Configuring TAPCIS

TAPCIS offers a simple, albeit semi-manual, installation process consisting of the following steps:

- Creating the proper directories
- Installing the software
- Entering your parameters
- Letting TAPCIS configure your CompuServe account
- Selecting your forums

TAPCIS ships on a single disk with the program and related files contained in a self-extracting executable program. To install TAPCIS, create a new directory (for example, C:\TAPCIS) and run the self-extracting program in that directory.

After the files are extracted, run TAPCIS by typing **TAPCIS** and pressing Enter at the DOS prompt. Figure 9.1 shows the main TAPCIS screen.

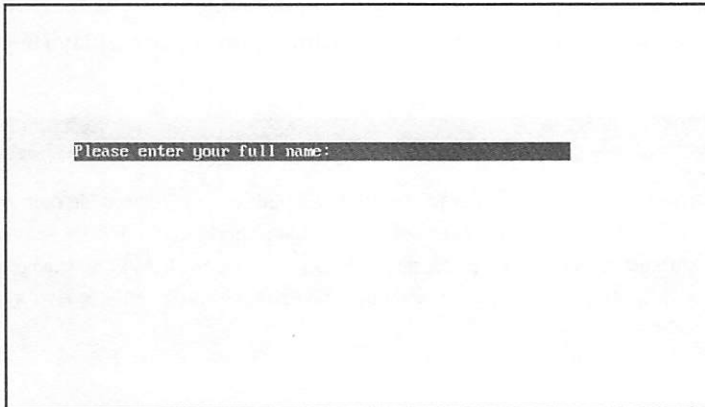


Fig. 9.1

The first time you run TAPCIS, you need to enter your name.

The main TAPCIS screen is displayed. The next step is to configure TAPCIS with your personal information and preferences.

Configuring TAPCIS

There are several areas of TAPCIS that need to be configured. These areas cover both the function of TAPCIS and user preferences.

- To set the required and user preferences, choose **P**arameters from the main TAPCIS screen. The TAPCIS parameters screen is displayed (see fig. 9.2).

Fig. 9.2

The TAPCIS parameters screen enables you to enter personal information and set up the TAPCIS environment to suit your needs.

<C>ommunications port	COM1:	
<I>nitalize modem	ATVLDT	
<O>nline report (4 chars.)	NECT	
<F>ail report (4 chars.)	HAYS	
<R>eset modem	?3	
<T>elephone numbers	<1> 555-1212	*1200
	<2> 555-1212	1200
Key digits 1-6 to	<3> 555-1212	1200
change selection	<4> 555-1212	1200
(* = selected)	<5> 555-1212	1200
	<6> 555-1212	1200
<U>ser ID	70000,1234	
<P>assword	[blanked]	
<S>torage disk path		
<D>ownload file path		
<L>og	None	
<M>onitor colors	Normal	Highlight Reverse Prompt Input
<A>ppend/overwrite msg files	Overwrite	
<K>eep outbox file	Never	
<N>ame	Mitch Milam	
F7 Exit or Select:		

Help=F3 Quit=ESC

Enter the correct information in each of the Parameter fields and change the communication settings to match your modem's settings. If you need help with any of the settings, press F3 to display Help for the parameters.

Note

The path names you enter for **S**torage disk path and **D**ownload file path must already exist. If they do not exist, TAPCIS beeps and clears the value you just entered; it will not create the directories. You can press Ctrl+F1 to shell to DOS and create the directories if needed. Type **EXIT** and press Enter to return to TAPCIS.

- Once you are satisfied with your changes, select Exit (F7) and you are returned to the main TAPCIS screen. This completes the basic TAPCIS installation.

For TAPCIS to function properly, it must change several of your CompuServe user parameters. These parameters affect the way CompuServe presents your information. TAPCIS expects certain types information in certain ways. Changing these settings enables it to operate correctly.

To set CompuServe's parameters for TAPCIS, press Alt+P. TAPCIS will connect with CompuServe, change and save your parameters, and then disconnect.

Once you have TAPCIS configured correctly, the next step is to dive in and explore its features. In this section, you learn about CompuServe Mail, forum access, and accessing CompuServe interactively.

Note

Setting the parameters is one of the most important steps while installing TAPCIS. Failure to set CompuServe's parameters could cause TAPCIS to operate erratically.

CompuServe Mail

One of the major functions of TAPCIS is to automate your CompuServe mail messages. Although Mail is not really a forum, TAPCIS displays it in the list with other forums for consistency. Mail is the first forum listed and is automatically selected when you first install the program.

Sending Mail

To send a mail message, follow these steps:

1. Select **Write messages**. The message addressing screen, shown in figure 9.3, is displayed.

ADDRESS A MESSAGE

Use /R after address for return receipt, a semicolon (;) at the end of entry for multiple addresses, =LISTNAME (e.g., =FRIENDS) for mailing lists, or \text to search the User ID file

to:

Help=F3 Quit=ESC

2. Type the address of the person to whom you are sending mail and press Enter.
3. Enter the subject of the message and press Enter.

Fig. 9.3

Addressing the message is the first step required to send a CompuServe mail message from TAPCIS.

- The mail Message Editor, shown in figure 9.4, is displayed. Enter the text of your message.

Fig. 9.4

TAPCIS features a full-screen editor for composing mail messages.

F5 F6 F2 Search F9 Retrieve MAIL 1									
Leaving new message in Mail									
To: Don Friend 76702,506									
Sb: TAPCIS									
F1 Discard F7 Send Sh-F7 & print F10 & save Ln 5 Pos 6 Insert									
Don,									
Thanks for all of your help during this project.									
Mitch									

The Mail Message Editor is broken into two windows. The top window contains the address and subject of your message; the bottom window contains the actual text of the message. These two selections are merged together when you finish editing your message text.

- When you have finished, press F7 to send your message. Note, however, that this doesn't actually send the message. It merely saves it to a file until the next time you call CompuServe, when it is actually sent.
- Select a send option. Table 9.1 lists the available send options.

Table 9.1 Send Options for CompuServe Mail

Option	Function
1 CompuServe Mail	Sends the message using standard CompuServe Mail. This is the default.
2 Return Receipt	Requests a return receipt when the message's recipient opens the message.
0 Resume	Resumes editing of the message.
X Discard	Discards the message without sending.

Reading Mail Messages

When TAPCIS downloads your new mail messages, it places them in a file for later review. Next to the Mail forum name you will see an exclamation point. This signifies that items have been downloaded.

To read downloaded messages, follow these steps:

1. Press 1. This is, of course, assuming that the Mail forum is the first forum on the list. If it is not, use the proper number.
2. The mail screen shown in figure 9.5 is displayed.

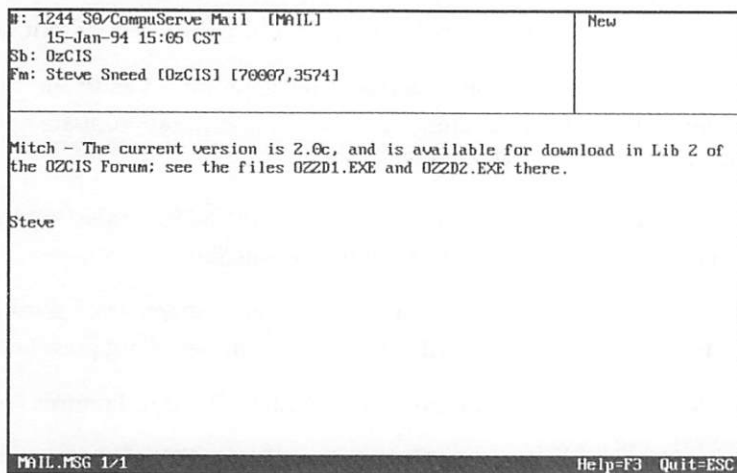


Fig. 9.5

Reading a CompuServe mail message that has been downloaded by TAPCIS.

TAPCIS enables you to read each message in the order of appearance in your CompuServe mailbox. Press F3 to get help on the valid keys while reading messages.

Note

TAPCIS uses the same message reader for both mail messages and forum messages. Certain functions are available only while reading a specific type of message.

Replying to Mail Messages

While reading a mail message, you can reply to that message by simply pressing R. The Message Editor appears, enabling you to compose a reply.

When you finish composing your reply, select Send (F7). You are presented with the same one-line menu at the bottom of the screen as you had when you first composed a mail message.

Press 1, CompuServe Mail. TAPCIS saves the message in the outbound Mail file.

Tip

Selecting Save (F10) instead of Send (F7) appends your message to the saved Mail file. This is useful if you ever need to reference a previous mail conversation.

Using the Address Book

TAPCIS enables you to keep an Address Book containing user names and ID numbers that can be used to address mail and forum messages. TAPCIS provides a list of TAPCIS support ID numbers as a starting point.

To add an address to your Address Book:

1. Press **A** while reading a message from or to the address you want to add.
2. If you are reading a forum message, TAPCIS prompts you to add the **From** address, the **To** address, or **Both**. Choose the appropriate option by pressing the corresponding letter.
3. For each address TAPCIS allows you to edit the address or accept the default (from the message header) by pressing **Enter**.
4. TAPCIS then prompts you for any additional comments you want associated with each address. Enter applicable comments and press **Enter**.
5. TAPCIS then adds the address to your Address Book and returns you to reading the message.

To use the Address Book, type `\text` and press **Enter** at any **To:** prompt where *text* is the text you want to search for in the Address Book. TAPCIS displays all the addresses containing the text you entered and lets you choose one.

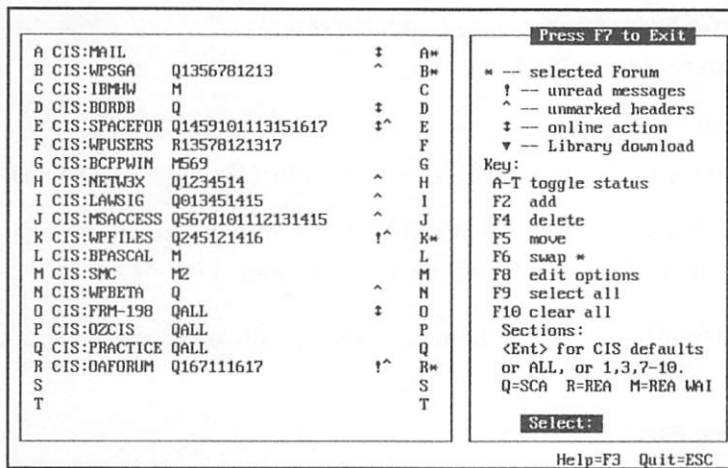
Using Forums

CompuServe is divided into special-interest areas called *forums* that are further divided into sections. Sections, in turn, contain files and messages. Think of forums as root-level directories containing subdirectories (sections) that contain files. Just like your hard disk! TAPCIS allows you to organize CompuServe's forums for easy access to both their file and message sections.

Selecting Forums

TAPCIS allows you to create a list of forums of interest containing up to 20 entries. To add a new forum, follow these steps:

1. Choose **Forums**. The forum parameters screen is displayed (see fig. 9.6).
2. Press **F2** (Add).

**Fig. 9.6**

The forum parameters screen enables you to define several different forums, any of which can be active at one time.

- At the Forum name: prompt, type the name of the forum and press Enter. A list of forums is located in the back of the TAPCIS manual. If a forum name is longer than eight characters, enter the first eight characters only. This is enough for CompuServe to recognize the forum name.
- At the Gateway: prompt, type the name of the gateway. The default gateway of **CIS:** should suffice for most forums, so you can simply press Enter.
- At the Sections: prompt, press Enter. Because you haven't joined the forum, you don't know what sections are available. This topic is covered shortly.
- At the Q/R/M: prompt, select **Q**. After completing this last step the new forum is displayed on the forum list.
- Press the letter associated with the forum to activate it. You now see an asterisk beside the forum. Only activated forums are visited by TAPCIS when it connects to CompuServe.
- Select Exit (F7) to return to the main TAPCIS screen.

Joining Forums

After you have selected your forums of interest, you need to join them. Joining is a simple matter of supplying a CompuServe forum with the name you will be using while in the forum. TAPCIS can perform this function, which consists of a single step, for you automatically.

Press Alt+J. TAPCIS connects to CompuServe and performs the following functions for each active forum:

Join the forum

Set the forums parameters to comply with TAPCIS's requirements

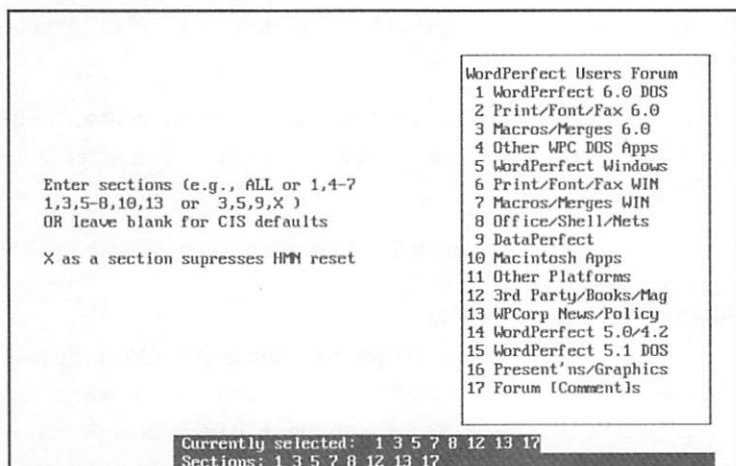
Gather a list of libraries available in each forum. Refer to the next section, "Choosing Forum Sections," for more information.

After TAPCIS has joined all the active forums, it disconnects from CompuServe.

Choosing Forum Sections

Once you have successfully joined a forum, you are able to choose sections of interest. To mark the sections of a forum you want TAPCIS to visit, follow these steps:

1. Choose **F**orums. The screen shown in figure 9.6 is displayed.
2. Select Edit Options (F8).
3. At the **F**orum: prompt, press the letter associated with the forum you want to edit.
4. At the **Q/R/M**: prompt, select the type of forum:
 - Q** Performs a Quick Scan and retrieves only new message headers for selection off-line and messages that have already been marked for reading.
 - R** Read Thread forums retrieves all new messages.
 - M** Messages Waiting only retrieves new messages waiting for you.
5. Select Edit Options (F8) again.
6. At the **F**orum: prompt, press the letter associated with the forum you want to edit.
7. At the **M>ode S>ecs Q>uit** prompt, select **S**ecs. A screen resembling the one shown in figure 9.7 is displayed.

**Fig. 9.7**

Many forums are divided into topical sections. TAPCIS enables you to select which sections of a forum you want to visit.

8. Enter any of the section numbers (separated by spaces) shown in the list, and press Enter. You need to enter the numbers in sequential order (1 2 3 4). Don't enter numbers out of order (1 4 3 2). You may also specify a range of sections such as 1-4, or all sections using the word ALL.
9. When you have finished modifying the forum sections, select Exit (F7). You are returned to the TAPCIS main screen.

Defining Forum Messages

The main difference between a mail message and a forum message is that a mail message resides in your personal CompuServe mailbox to which only you have access. Forum messages are stored in the individual forum and can be viewed by other forum members. TAPCIS allows you to either download the messages themselves or download the message subjects, called headers. These message headers are collected and stored in a file that you can later browse to select topics of interest.

Activating Forums

Before you can utilize forums, you must follow the steps outlined earlier to add the forum to TAPCIS and join it. Furthermore, TAPCIS only operates on "active" forums; that is, forums that are listed on the main screen. To activate forums, follow these steps:

1. From the main TAPCIS screen, choose **F**orums. TAPCIS displays the forums screen.
2. Use the letters displayed next to the forum names to activate or deactivate forums accordingly. An asterisk next to the forum letter indicates it is active.
3. Press F7 to return to the main TAPCIS screen when you are finished.

Downloading Message Headers

The first step in reading forum messages is usually to download the headers of new messages. TAPCIS only downloads headers for forums whose mode is Q (see “Selecting Forums” earlier in this chapter). TAPCIS downloads entire messages for forums whose mode is R, and only messages to you when the forum mode is M.

To download the message headers for the active forums, choose **N**ew. TAPCIS connects to CompuServe, downloads all the new message headers for each active forum, and logs off CompuServe. When TAPCIS returns to the main screen, you are ready to continue.

Marking Message Headers

Once the message headers have been downloaded by TAPCIS, you can mark topics in which you have an interest. To mark headers, follow these steps:

1. Select **M**ark Headers.
2. At the Forum? prompt, select the number of the forum containing message headers. TAPCIS displays a screen listing message headers (see fig. 9.8).

To mark a message header, press R while the cursor is on the same line as the header. An R is displayed by the subject. To remove the selection, simply press the space bar while the cursor is on the same line, and the R will disappear.

Use the arrow keys to move up and down the list. Press F7 when you have finished marking headers.

The next time you select **O**n-line or **N**ew, the messages associated with the marked headers are downloaded.

365202 [1]	WP DOS 7.0	S 1 / WordPerfect 6.0 DOS	
365229	WP60 Graphics Mode Speed	S 1 / WordPerfect 6.0 DOS	WPSGA
365176	WP6.0a & LANTASTIC	S 1 / WordPerfect 6.0 DOS	
365242	Spellcheck Crash	S 1 / WordPerfect 6.0 DOS	R>ead
365134	Getting WP6.0a	S 1 / WordPerfect 6.0 DOS	S>ection
365099	Conversion MS Word	S 1 / WordPerfect 6.0 DOS	<Space>
365190	Spell Checker U6	S 1 / WordPerfect 6.0 DOS	R>ill
365245 [2]	WP 6.0 not 6.0a	S 1 / WordPerfect 6.0 DOS	Help=F3
365138	WP 6.0 update	S 1 / WordPerfect 6.0 DOS	Quit=ESC
365139	6.0 -> 5.0 format prob?	S 1 / WordPerfect 6.0 DOS	
365090 [2]	DESPERATE CRY FOR HELP!!	S 1 / WordPerfect 6.0 DOS	
365093	Does WP read Post Script	S 1 / WordPerfect 6.0 DOS	
365123	WP 6.0 Faxing	S 1 / WordPerfect 6.0 DOS	
365187 [4]	join wpsers	S 1 / WordPerfect 6.0 DOS	
365207	Spellchecking CAPS	S 1 / WordPerfect 6.0 DOS	
365220	Wolkswriter Conversion	S 1 / WordPerfect 6.0 DOS	
365222	WP 6 MARGINS FOR HP LJ4M	S 1 / WordPerfect 6.0 DOS	
365224	WP 60 printer drivers	S 1 / WordPerfect 6.0 DOS	
365235	WP6.0 FAX Modem Setup	S 1 / WordPerfect 6.0 DOS	
365239	WP6.0 Modem Setup	S 1 / WordPerfect 6.0 DOS	
365272	Problem envelopes	S 1 / WordPerfect 6.0 DOS	
365102	Dialog CtrlList!	S 3 / Macros/Merges 6.0	
365200 [1]	Line Counting Macro	S 3 / Macros/Merges 6.0	
365141	MACRO WP60 TO WORD?	S 3 / Macros/Merges 6.0	
365103	merge	S 3 / Macros/Merges 6.0	

Fig. 9.8

Marking forum message headers for later reading.

Note

Remember that some forums have a large amount of message traffic and the number of messages that can remain active is finite (depending on the forum). If you download new message headers one week and don't return on-line for one or two weeks, the messages you selected may not be available. This does not cause a problem for TAPCIS, it just means you will not be able to read a message you marked.

Writing Messages

Writing forum messages is exactly like writing mail messages but with an additional prompt for the message section in which to place the message you are writing.

To write a new forum message, follow these steps:

1. Verify that the forum is active on the main TAPCIS screen, then select **Write messages**. At the **Forum:** prompt, select the number associated with the forum.
2. At the **To:** prompt, enter the address of the person to whom you are sending the message.
3. At the **Subject:** prompt, enter the subject for the message and press **Enter**.

Note

If you are posting a general message or a question for anyone to answer, address the message to **All**. If you need help from the people running the forum, you may want to address the message to **SYSOP**. Remember that the SYSOP's job is to make sure that the forum is running smoothly and to answer questions related to its operation. Limit your messages to them to these topics. Don't address general messages or forum content topics to the SYSOPs because your message cannot reach other users who may be better able to answer your questions. Messages addressed to **SYSOP** will be seen by all forum users. Those addressed to ***SYSOP** will only be seen by the SYSOPs.

4. TAPCIS displays a box listing the available sections for the forum. Select the forum into which you want the message to be placed and press Enter. TAPCIS displays the Message Editor.

Note

Remember to select the section that best suits your message. Placing a message in an inappropriate section could result in the SYSOP having to move the message to the correct section, the message becoming lost, or, even worse, no one answering your message.

5. Enter the text of your message in the Message Editor. Select Send (F7) when you are finished.
6. Sending options for forum messages are slightly different than those for mail messages. Select a sending option and you are returned to the main TAPCIS screen. Press F3 if you need help with the sending options.

Using Forum Libraries

Many forums have areas called libraries that contain files you can download. (You can upload to libraries, too.) TAPCIS handles libraries in much the same way it handles messages.

Creating a Library Catalog

TAPCIS enables you to create a catalog of files in a forum. This catalog contains the file name and description. Creating a catalog enables you to select

off-line the files for downloading, much like you create mail messages off-line. TAPCIS enables you to define a search criteria for creating a catalog. To create a catalog, follow these steps:

1. Select **Library Search**.
2. At the **Forum:** prompt, enter the number of the forum for which you want to create a catalog.
3. At the **File(s) to find:** prompt, enter the search file mask. This value defaults to *.* and is compatible with the MS-DOS file mask (*.GIF, *.TXT, *.BIN, and so on). Placing a user ID before the file mask limits the search to a specific user's files. For example, [76206,2211]*.* will catalog all files uploaded by the person whose CompuServe ID is 76206,2211.
4. At the **Keywords (leave blank for all):** prompt, enter any keywords that might narrow the search. When a file is uploaded, one of the fields available to describe the file is a list of keywords that help describe the file's contents. For example, WORDPERFECT 6.0 MACRO MERGE TIMESHEET SHAREWARE could be a keyword list of six different keywords for a shareware timesheet macro that is written in WordPerfect 6.0.

If you leave the keywords prompt blank, the CompuServe library forum software will ignore the keywords while extracting files.

5. At the **AGE Range (leave blank for all):** prompt, enter a number for the number of days a file has been on the system. This age is from the current day backward. Entering 30, for example, would show all files that were uploaded in the last 30 days.

If you leave this prompt blank, the CompuServe library forum software will ignore the age while extracting files.

6. At the **L>ong or S>hort Descriptions:** prompt, enter your choice for the description type. **Long** descriptions range from a few lines to a good-sized paragraph and describe the file in detail. **Short** descriptions are a single line and are usually just a short summary of the file. Selecting **Long** descriptions will increase your on-line time but give you a better idea of what each file contains. **Short** descriptions can be used to give you an idea of the types of files available in a forum.

Note

When a user uploads a file, the user is responsible for creating the short and long descriptions and keyword lists. The quality and length of these items is totally dependent upon this individual. Rarely do the forum SYSOPs modify the descriptions to provide a better idea of the file's contents.

7. At the Library choice(s) [e.g., 1,3,5-8]: prompt, enter the sections you want to catalog. A list of sections is displayed on the right side of the screen. You can select multiple sections. Separate each with a comma and ranges with a hyphen. For example **1,3,5,7-10**. Figure 9.9 shows a completed library search screen.

Fig. 9.9

TAPCIS enables you to build a library catalog based on user-defined search criteria.

LIBRARY SEARCH FOR FILES	
File(s) to find: *.*	WordPerfect Users Forum+ 1 WordPerfect 6.0 DOS 2 Print/Font/Fax 6.0 3 Macros/Merges 6.0 4 Other WPC DOS Apps 5 WordPerfect Windows 6 Print/Font/Fax WIN 7 Macros/Merges WIN 8 Office/Shell/ Nets 9 DataPerfect 10 Macintosh Apps 11 Other Platforms 12 3rd Party/Books/Mag 13 WPCorp News/Policy 14 WordPerfect 5.0/4.2 15 WordPerfect 5.1 DOS 16 Present'ns/Graphics 17 Forum Info/Misc
Keywords (leave blank for all):	
AGE Range (leave blank for all): 30	
Long or Short Descriptions: L	
Library choice(s) [e.g., 1,3,5-8]: 3,7	

Help=F3 Quit=ESC

8. The final prompt is Additional searches?, which enables you to specify additional library searches. Press N if you have no additional searches, and you are returned to the main TAPCIS screen.
9. To immediately download the library catalog, select **On-line**. TAPCIS will go to the specified forum, capture any file descriptions for files that met your search criteria, and place them in a catalog file. Refer to the following section, "Marking Files To Download," to learn how to select files to download from the catalog you just created.

Marking Files To Download

Once you have created the library catalog, selecting the files to download is extremely simple. To browse your forum library catalog and mark files for downloading, follow these steps:

1. Select Catalog.
2. At the Forum: prompt, enter the number of the forum for which you want to create a catalog. TAPCIS reads through your library catalog and displays the first file of the catalog. The screen will look similar to the one shown in figure 9.10.

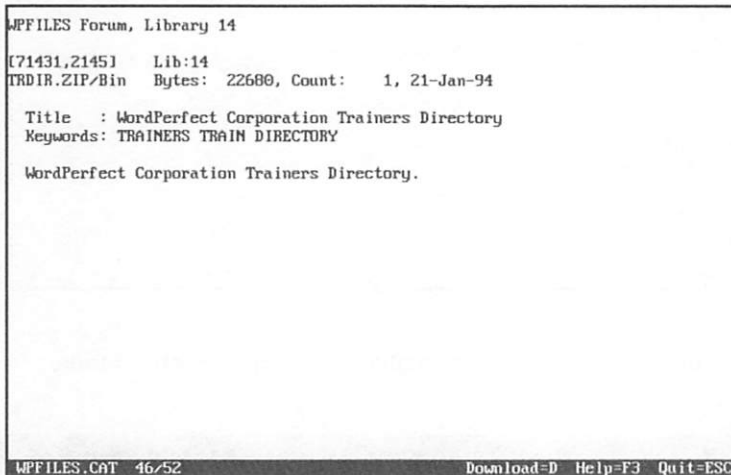


Fig. 9.10

TAPCIS enables you to view the descriptions of files that were downloaded when you created the catalog. You can mark files for later downloading.

3. While reviewing the catalog, several keys are available to you. Press F3 to display the Help screen of valid keystrokes.
4. To mark a file for downloading, simply press D while the file's description is displayed. Files that have been marked are downloaded during the next on-line session.

Using Interactive Mode

In addition to off-line access, TAPCIS also enables you to connect to CompuServe in an on-line, or interactive, mode. While in interactive mode TAPCIS functions as a simple dumb terminal allowing you to interact manually with CompuServe.

To access CompuServe manually, select **I**nteractive from the main screen. If TAPCIS displays a **Forum:** prompt, press the number corresponding to the forum you want to access, or press **Enter** for TAPCIS to take you to the CompuServe TOP menu. Figure 9.11 shows the terminal screen of TAPCIS while in interactive mode.

Fig. 9.11

While in interactive mode, TAPCIS is accessing CompuServe as a standard dumb terminal.

```

TAPCIS 5.42                               19:23  0:09
Terminal  PgUp - Upload  PgDn - Capture  Ctrl-X - Conference  Alt-Q - Quit

  You have left basic services
Computing Support  WPUSEERS

One moment please...

Welcome to WordPerfect Users Forum+, U. 3A(133)

Hello, Mitch Milam
Last visit:  03-Feb-94  17:26:24

Forum messages: 362141 to 365399
Last message you've read: 365275

Section(s) Selected: All

No members are in conference.

Forum !

```

Table 9.2 lists the keys that are available to you in interactive mode.

Table 9.2 Keys Available While in Interactive Mode

Key	Function
Alt+Q	Ends an interactive session
Alt+H	Aborts the current session and hangs up the phone
PgDn	Starts capture mode, which records everything you see on the screen to a specified file
PgUp	Uploads an ASCII file or starts a TAPCIS script
Ctrl+X	Places you in conference mode
Alt+L	Allows you to scroll back through the last 350 lines of text
Alt+B	Sends a Break
Alt+M	Allows you to use an on-line macro

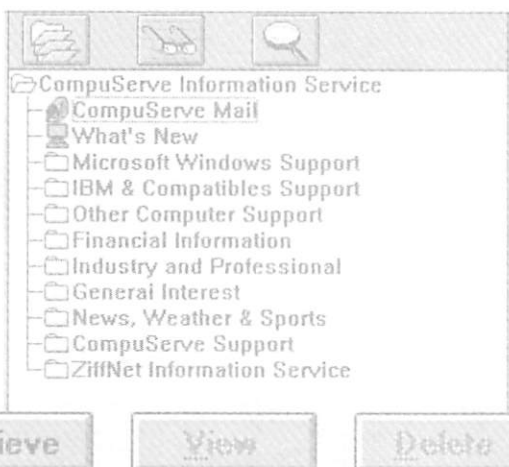
From Here...

TAPCIS provides a simple, easy-to-use CompuServe interface that enables you to automate your access to the two most common CompuServe features: Mail and forums. TAPCIS does this with a minimum of keystrokes and user interaction. As you continue your exploration of CompuServe, you may find the following chapters of interest:

- See Chapter 2, "Using Forums and Locating Information," to learn where to find information that may be of value to you.
- See Chapter 3, "Retrieving and Posting Information," to learn techniques for finding and downloading information, program, and graphics files.
- See Chapter 11, "E-Mailing with the Internet," to learn how to send messages almost anywhere in the world.
- See Chapter 14, "Using the Classifieds," to learn how you might utilize CompuServe in your day-to-day business activities.

Part III

Using E-Mail



- 10 Sending and Receiving E-Mail
- 11 E-Mailing with the Internet
- 12 Using Caution and Courtesy with Your E-Mail Communications

Connect to CIS

Disconnect

Level: 1

I.D.

Password

00:00:55

C:\CSERVER

DOS CIM executables
 SCRIPTS
 FCABINET
 SUPPORT
 DOWNLOAD
 GIF

DOS CIM executables
 Script files, mod
 Filing Cabinet,
 Support files (*
 Default download
 Default GIF down

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	N81	F	D	
2	Revise Entry 1	2400	N81	F	D	
3	NAME: CompuServe Phone Numbers	2400	N81	F	D	
4	NUMBER: 1 800 345-3247	2400	N81	F	D	
5	BAUD: 2400	2400	N81	F	D	
6	PARITY: EVEN	2400	N81	F	D	
7	DATA BITS: 7	2400	N81	F	D	
8	STOP BITS: 1	2400	N81	F	D	
9	DUPLEX: FULL	2400	N81	F	D	
10	PORT: COM2	2400	N81	F	D	
11	SCRIPT:	2400	N81	F	D	
PuUp	PROTOCOL: XMODEM					
PgDn	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
T/4	META FILE:					
Esc	KDD FILE:					
Choi	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
 ACCEPT THIS ENTRY? (Y/N) Yes
 SAVE ENTRY TO DISK? (Y/N) Yes

Notes

Alt-Z FOR HELP | VT100 | FOX | 2400 N81 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

File Run Settings Special Window Help



CompuServe Information Service

- CompuServe Mail
- What's New
- Microsoft Windows Support
- IBM & Compatibles Support
- Other Computer Support
- Financial Information
- Industry and Professional
- General Interest
- News, Weather & Sports
- CompuServe Support
- ZiffNet Information Service

Next Mark Retrieve View Delete

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will be in the directory CSERVE (see diagram). The new window below will allow you to use common data contained in the directory.

Connect to CIS	Disconnect	Level: 1
I.D.	Password	00:00:55

C:\CSERVE\

- DOS CIM executable
- SCRIPTS Script files, mode
- FCABINET Filing Cabinet, In
- SUPPORT Support files (*.*)
- DOWNLOAD Default download s
- GIF Default GIF downlo

DIALING DIRECTORY: -CIS- DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	NB1	F	D	
2	Revise Entry 1	2400	NB1	F	D	
3	NAME: CompuServe Phone Numbers	2400	NB1	F	D	
4	NUMBER: 1 800 346-3247	2400	NB1	F	D	
5	BAUD: 2400	2400	NB1	F	D	
6	PARITY: EVEN	2400	NB1	F	D	
7	DATA BITS: 7	2400	NB1	F	D	
8	STOP BITS: 1	2400	NB1	F	D	
9	DUPLEX: FULL	2400	NB1	F	D	
10	PORT: COM2	2400	NB1	F	D	
SCRIPT:						
FgUp	PROTOCOL: XMODEM	actory				
FgDn	TERMINAL: VT100	dos				
Home	MODE: MODEM	tr				
End	PASSWORD:	play				
T/A	NETA FILE:	tory				
Esc	KBD FILE:					
Chat	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Alt-2 FOR HELP | VT100 | FDX | 2400 NB1 | LOG CLOSED | PRINT OFF | OFF-LINE

a directory other than CSERVE, edit
include the complete directory path
CompuServe Information Manager

CompuServe Navigator

Run Settings Special Window Help

Chapter 10

Sending and Receiving E-Mail

Electronic mail (e-mail) is one of the most important and popular CompuServe features. E-mail provides a fast and inexpensive way to keep in touch with business colleagues, family and friends, and allows you to send text and binary files to other CompuServe members.

What Is E-Mail?

E-mail (electronic mail) systems, like regular postal mail (often referred to by electronic mail users as “snail mail”), can be used to send letters and documents. E-mail, however, can be used for much more than just electronic letters or documents. You can use e-mail to exchange almost any material that can be stored electronically on a computer, such as computer programs and pictures. You also can use e-mail to easily distribute material to individuals or groups and to allow for impromptu or scheduled conferencing and working groups. Users do not have to be on-line at the same time because messages are stored for the addressee to read or download later.

E-mail has some very important advantages over other forms of communication. It is fast; messages are often delivered in minutes, as opposed to days or weeks for postal mail. You can exchange many messages in the time it would take to send one piece of mail via the post office. In fact, during times of low message traffic, delivery takes just a few seconds! If the recipient of the message happens to be reading their e-mail on-line at the time that it is received, a response may be back to you in just minutes. E-mail can be sent or received any time of the day or night.

In this chapter you learn about:

- E-mail
- Using WinCIM to send and receive e-mail
- Sending files
- Addressing tips

E-mail is the vehicle for joining and using the Internet mailing lists. Chapter 12 covers using e-mail with the Internet and the lists.

Some further characteristics of e-mail:

- E-mail is convenient because users don't have to be available at the same time. Time zone differences are easily managed using e-mail. Mail can be read and sent at work, at home, from hotels, or from anywhere and at anytime that a computer can be hooked up to a telephone line.
- As e-mail has become more common, many people are including their e-mail addresses on their business cards, letterhead, and other communications.
- E-mail is cost effective in comparison to postal mail. There are many services that will deliver documents overnight, costing between \$7 and \$13. e-mailing those same documents would probably cost under a dollar. It takes an extremely large document to exceed a dollar in e-mail charges.
- In addition to the costs of express mailings, the turn around time for e-mail is much quicker. Documents and messages can make several round trips in the time that an express mailing can make one trip.
- E-mail permits group distribution and exchange of messages.
- The formality of e-mail varies by user and intention. Some messages are very informal, and some are very similar to "snail mail" by having letterhead and formal formats, styles, and language. E-mail can be official in tone and purpose, or it can be friendly and casual.
- E-mail is an integral tool for workers who telecommute to work. It is the primary communication tool for them, and CompuServe e-mail can even assist telecommuters with FAX and Telex support as well.
- Unlike postal mail, e-mail is not a secure medium. Your messages could be read by others, such as system administrators or people with access authority. The confidentiality of the postal and telephone systems is established in law, but that of e-mail is still in flux. The vast majority of messages are read by only the intended recipients, but in sensitive matters that are of great personal or financial concern, you should consider different means of communication.

Note

See Chapter 13, "The Best Places for Business," for more information about security.

Sending and Receiving E-Mail Using WinCIM

In the CompuServe Information Manager for Windows (WinCIM) there are many e-mail choices. The Mail menu offers you several different options for sending and receiving mail, for organizing the mail (both outgoing and incoming), and for creating an Address Book of frequent correspondents or groups of people.

Getting Off to a Running Start With E-Mail

The following is an overview of a method for creating and sending a mail message:

1. From the Mail menu, choose Create Mail. The Recipient List dialog box is displayed. In this dialog box, you enter the information needed for addressing the message (see fig. 10.1).

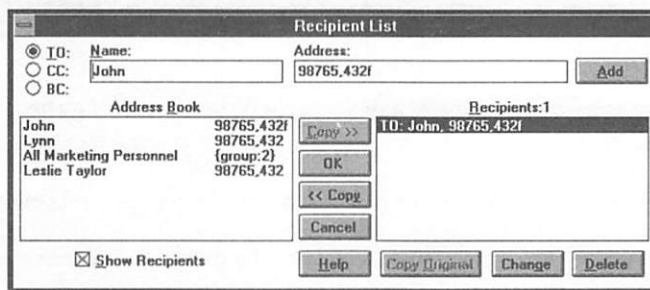


Fig. 10.1

The Recipient List dialog box for address entry.

2. In the **Name:** field, enter the name of your correspondent, for example, **John**.

Or you can select the **Name:** field to use your Address Book with names that are already prepared.
3. Press Tab to move to the **Address:** field or click the field. Enter the CompuServe e-mail address of your correspondent, for example, **98765,432**.

4. Choose the CC: button, and enter the names and addresses of people you want to receive a “carbon copy” of the message.

You can add the CC: name and e-mail address to your Address Book. Choose **Add Name**, and then select **OK**.

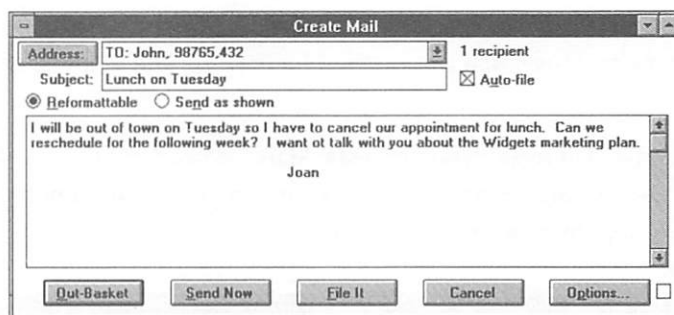
Caution

Use the CC: button with care. Veteran e-mailers can tell entertaining stories of private messages (intended for only one person) that were sent by mistake to other users through careless use of the CC.

5. Choose **OK** and you are returned to the Create Mail window (see fig. 10.2).

Fig. 10.2

The Create Mail window.



6. In the Subject: field, enter a descriptive phrase regarding the subject of the message.
7. In the text area of the form (the large box), enter your message.
8. Choose the **Out-Basket** button to save the message. It is now ready for sending.
9. From the Mail menu, choose **Out Basket**, and then select **Send**. This causes the CIM to dial up CompuServe and send your message.

Reply: sign off clarified.

A couple of small messages might take less than a minute of phone time, so even if your closest CompuServe access number is a long distance call, this is an economical way to communicate. Even more convenient is the Send/Receive All Mail menu item discussed a little later.

Tip

You can size the Create Mail box by clicking the mouse cursor on the bottom right corner of the box and dragging it downward for a larger writing area.

The WinCIM Mail Menu

The Mail menu offers several sending and retrieval options. When you read a message, the window displays much information about the message: how many people received the message, the importance and sensitivity, address and subject information, plus the text of the message. Figure 10.3 shows a sample message.

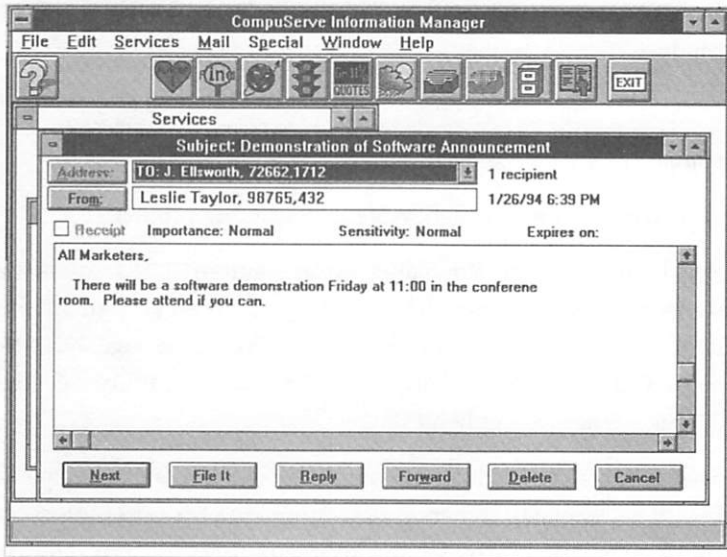


Fig. 10.3
A sample e-mail message.

The following sections discuss the options found on the WinCIM Mail menu, which is shown in figure 10.4.



Fig. 10.4
The WinCIM Mail menu.

Get New Mail

The first option is **Get New Mail**, which is used for immediately retrieving your new e-mail from CompuServe. Choosing **Get New Mail** connects you to CompuServe immediately. You are not presented with any dialog boxes until you are on-line.

Tip

When using **Get New Mail**, if you read the mail by clicking on the **Get** button, the message is not automatically saved in your In Basket. Choose **In Basket** to retrieve and save your mail.

Tip

If you have just deleted a message and change your mind, you can undelete a message during this on-line visit.

You see a window with a list of the messages that are waiting for you. You see the subject, name, and size of the message. You can choose a message, or choose to **Get All**. In addition, you have the option of deleting a message before you read it or retrieve it.

You have several options regarding the messages while you are reading them:

- **In Basket.** Retrieves the message to your computer's In Basket.
- **File It.** Saves a copy of the message to your filing cabinet.
- **Reply.** Displays a Reply To: dialog box and automatically enters the recipient's name, address, and the subject. You can keep this subject or enter a new subject. You then send your reply message. Next, you choose **Out-Basket**, **Send Now**, **File It**, **Cancel**, or **Options**. See figure 10.5 for an example reply message.
- **Forward.** Takes the original message and sends it to a new recipient. To forward a message to someone else, choose the **Forward** button while reading the message. You see the Recipient List dialog box, and you can either click the small down arrow to choose someone from your Address Book, or you can enter the name and address of the person to receive the message. (Ctrl+A will also invoke the Address Book.)

Select **OK**. A window is displayed showing the message text and the forwarded message. You can add additional comments in the note area, and then choose **Out Basket**, **Send Now**, **File It**, **Cancel**, or **Options**.

Note

Another method for forwarding a message is to choose the **Copy To** option from the WinCIM Edit menu. In the Copy To dialog box, you are prompted with a choice regarding whether you want the message to be a mail message or a forum posting.

- **Delete.** Deletes the message—either on-line, in your In Basket, or in your Out Basket.

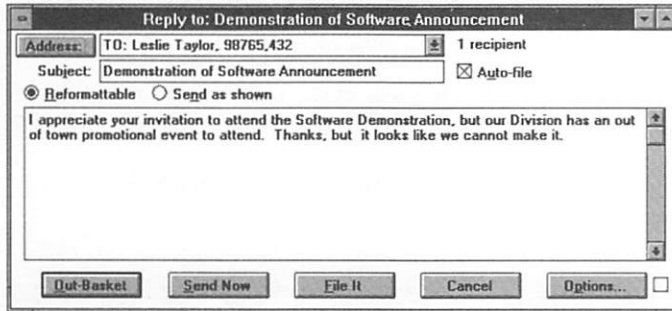


Fig. 10.5
An example reply message.

In all cases, when you are finished working with your messages, don't forget to choose the Disconnect button on the Ribbon to get off-line.

Search New Mail

To search just for specific new messages, you can choose Search New Mail from the WinCIM Mail menu. In the dialog box that appears, fill in the information called for indicating the starting date of the messages, the sender of the mail, and the subject. You also can search for messages having a particular stated importance or sensitivity level (in WinCIM).

To move around in the dialog box, you may tab from field to field, click on a particular field, or type the underlined letter (for example, *I* for Importance, *n* for Sensitivity). You can enter search criteria in any of these fields:

- **From.** Searches by the sender's address.
- **Subject.** You can enter any letters or numbers in any combination.
- **Importance.** You can enter All, Low, Normal, or High.
- **Sensitivity.** If the sender marked the message with All, Normal, Personal, Private, or Confidential, you can search using one of these levels.
- **Dates.** You can search by date in a range between two dates.

When you choose Search, a connection is made, and only those messages that exactly match the date, sender, or the subject that you selected are downloaded. All other messages remain on CompuServe, waiting for your next session on-line.

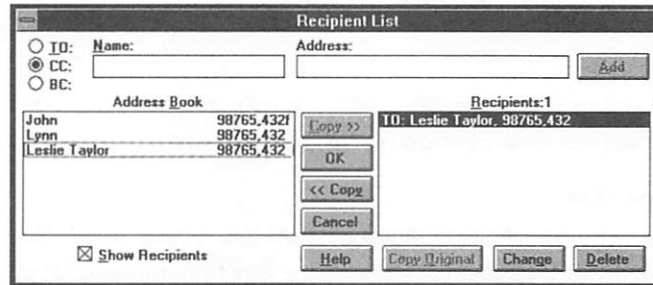
Create Mail

The WinCIM Create Mail option enables you to create a message on- or off-line. You can file the message in the Out Basket for batch uploading later (using the Send/Receive All Mail option) or to be sent immediately.

When you select the Create Mail option, you see the Recipient List dialog box (see fig. 10.6).

Fig. 10.6

The Recipient List dialog box.



To use an entry from the Address Book, highlight the name, and then choose **Copy>>**. The name and address are displayed in the Recipient window. As always, you can Tab from field to field, click with the mouse, or use Alt+ the underlined letter to work in a field.

If you want to send a carbon copy or blind carbon copy, select the appropriate button, highlight the name, and again choose **Copy>>**.

To include the list of recipients in each message, click the check box next to **Show Recipients**.

Tip

You can choose up to 50 recipients—one in the TO: field, and the others can be any combination of groups and people in the CC, BCC, or recipients' lists.

If you enter a new name and address in the Recipient List dialog box, you can choose **Add** to add it to the Address Book.

Choose **OK** to finish with the Recipient List dialog box. You are returned to the Create Mail window to complete your message.

In the Create Mail window, enter into the Subject field the subject of the message (without a subject the message cannot be sent).

Next, select the **Send As Shown** button to maintain your line lengths and formatting, particularly for charts or tables. Or you can choose **Reformatted**, and CompuServe will shorten the text lines to 72 characters so that your message can be read on certain monitors.

Enter your message in the text area or paste information from the Clipboard. You can, of course, type your entire message, and you can also add text from a file, from the In or Out Basket, or from the filing cabinet. Figure 10.7 shows the Paste From dialog box, which you display by choosing Paste From under the Edit menu, or from existing messages in the File Cabinet, In or Out Basket.

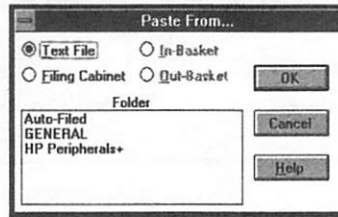


Fig. 10.7
The Paste From
dialog box.

The Paste From dialog box offers the following options for adding text to a message:

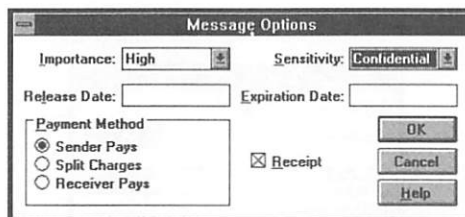
- **Text File.** In the Open dialog box, choose the file name. You can insert an entire text file into the message. From the WinCIM Edit menu, choose Paste From. In the Paste From dialog box, choose **Text File**, and then choose OK. This will take text from an existing text file and put it into your message, saving you the trouble of retyping.
- **Filing Cabinet.** From the Edit menu, choose Paste From. Choose **Filing Cabinet**, select the folder and the file, and choose OK. Again, this will allow you to take existing text from a file or message directly into the message you are composing.
- **In Basket.** You can insert text from a message currently in the In Basket by selecting Paste From from the Edit menu. Select **In Basket**, and choose OK. In the dialog box, choose which message from the In Basket you want to include.
- **Out Basket.** When you select **Out Basket**, choose the file from the Out Basket to include in the message.
- **Text From Another Windows Application.** WinCIM is a Windows application, which means that you can use the clipboard along with the other options mentioned above. Use the clipboard as you would with any Windows application, with Alt+print screen.

Next, you can choose the **Options** button in the Create Mail window to further refine your message.

In the Message Options dialog box, you can choose Importance, Sensitivity, Release and Expiration Date, and request a receipt (see fig. 10.8).

Fig. 10.8

The Message Options dialog box.



The Message Options dialog box contains the following options:

- **Importance.** This marks the message as High, Normal, or Low importance.
- **Sensitivity.** This option offers you the opportunity to mark the message as Normal, Personal, Private, or Confidential.
- **Release Date.** This option specifies the date that the message is sent. The message will be held until the date specified, and then forwarded to the recipient.
- **Expiration Date.** The message will stay in the recipient's mailbox until this date. If it is not retrieved, it will be deleted.
- **Receipt.** Choose this option if you want to receive notice when the message has been read or downloaded.

A receipt does not guarantee that the message has been read, only that it had been received.

- **Payment Method.** Use this option to choose who will pay for the message—Sender Pays, Split Charges between sender and recipient, or Receiver Pays.

A receipt carries a 15-cent charge per receipt. You are prompted to approve the charges before the message is sent.

In the lower right corner of the Create Mail form is a small box. If you have selected any options for the message, an x will appear in the box.

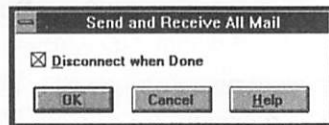
To finish the message, choose Out Basket, Send Now, File It, or Cancel. If you choose Send Now, your message is sent out immediately, without keeping a copy. If you choose File It, you can choose to save a draft copy (so that you can go back and make changes).

The File Cabinet and the In- and Out-Basket files are maintained in a special CIM format (common to both WinCIM and DOS CIM).

Send/Receive All Mail

Perhaps the most economical approach to sending and receiving mail using WinCIM is to use the Send/Receive All Mail option. Choose this option, and WinCIM automatically connects to CompuServe, sends your Out Basket messages, and picks up any messages that may be waiting for you. You see on-screen indications of how many messages you have received; they will be in your In Basket after CIM has signed off of CompuServe. This is called Flash On/Flash Off access. To do this, follow these steps:

1. Choose Send/Receive All Mail from the WinCIM Mail menu.
2. In the dialog box, you have the option of choosing Disconnect when Done, the most economical choice. Choose OK to establish the connection. Figure 10.9 shows the dialog box for the disconnect option.



Tip

On-line, you can type **go directory** to search for another CompuServe member's User ID, or you can search for a member using the Member Directory option from the Mail menu.

Fig. 10.9

The Send and Receive All Mail disconnect dialog box.

3. The automated process takes control from here. Your mail is filed in your In Basket for reading later.
4. To read your new mail, from the Mail menu choose In Basket from the ribbon, choose the mail message you want to read, and then select Read. To review your old mail, choose Filing Cabinet from the ribbon (or File Cabinet from the Mail menu).

Send File

In addition to sending traditional e-mail, CompuServe enables you to send an existing binary or ASCII file to other CompuServe users. This is very similar to using the Create Message process.

1. From the WinCIM Mail menu, choose **Send File**. The Recipients List dialog box appears and presents fields similar to those shown previously in figure 10.6, into which you enter the recipient's name and address.
2. After completing the Recipients form, you are returned to the Send File Message dialog box seen in figure 10.10.

Fig. 10.10

The Send File Message dialog box.



3. Enter the subject, and then identify the name of the **File** to send, such as **c:\ws\file.txt** (the subdirectory and file name).
4. You also need to designate whether the file is **Binary** or **Text** (ASCII). Binary files are those files in which data is stored in an eight-bit binary format, such as most word processor files, spreadsheet files, graphics images, and executable programs. (Executable files are those with an .EXE or .COM file extension.) ASCII is plain text in seven-bit format—many word processors can save files in the simplified format. GIF files are pictures or image files in a special format. Choose the button for file type.

The CompuServe size limit for these files is two megabytes, and some size restrictions may apply with non-CompuServe addresses. On-line, type **go mailhelp** and select Sending and Receiving Messages for current information on acceptable file types and sizes, or choose the Go icon, enter **mailhelp**, and choose OK.

5. In the Additional **Information** field, enter a short message to the recipient, and then choose **Out Basket**, **Send Now**, or **Cancel** to complete the transaction.

Note

To decrease the size of files and the time needed for uploading and downloading, you may want to compress the files using a utility like PKZIP. See Chapter 3, "The Best Places for Business," for more information on this procedure. Be sure to let the recipient know that you have compressed the file.

6. You may want to send a separate message to the recipient with more information about the file before you send it.

You receive files in the same manner that you would any normal messages, by using the Get All Mail Messages option. The file download will be automatic.

Note

Because WinCIM and CSNav share the same In and Out Baskets and Filing Cabinet, you can create your messages in WinCIM and send them with CSNav. See Chapter 6, "Saving Search Time with the CompuServe Navigator," concerning the benefits and operation of CSNav.

Tip

Sending binary files enables you to share word processing files, scanned images, and spreadsheets with business partners.

In Basket

Choosing the **In-Basket** option enables you to read any unread mail that has been downloaded. Once read, the messages appear under the Filing Cabinet menu. If there are no messages, this item cannot be activated.

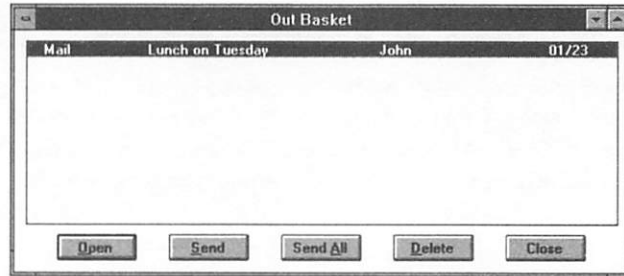
Out Basket

The Out Basket holds all of the messages that you have accumulated for sending. The Out Basket option presents you with a dialog box allowing you to choose to open the message for editing, send a particular message, send all of your messages, or delete particular messages. Send or Send all simply initiates a connection to CompuServe, sends the mail to the Out Basket, and disconnects. (Figure 10.11 shows a message waiting in the Out Basket.)

On the WinCIM **Mail** menu, if the **Out-Basket** item is dimmed, it means that the basket is empty and cannot be selected. You can access the Out Basket by clicking on the Out-Basket icon in the ribbon.

Fig. 10.11

The Out Basket dialog box showing an item waiting to be sent.



Filing Cabinet

The Filing Cabinet is similar to the filing cabinet you have in an office or at home: it contains file folders, and within them, individual files and messages. You can use the Filing Cabinet to organize your incoming mail, downloaded files, and so forth by creating and maintaining various folders.

The **Filing Cabinet** option (or ribbon icon) helps you organize your files into folders for storage and retrieval. When you choose **File It** in a dialog box by clicking, tabbing, or typing Alt+F, WinCIM places the message in the File Cabinet.

Tip

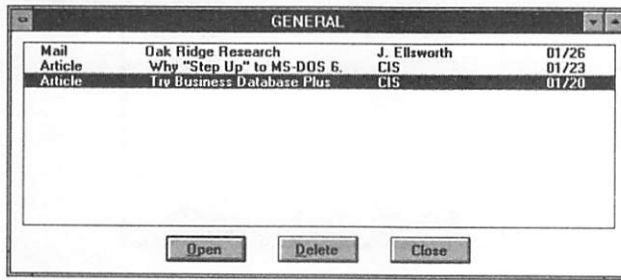
You can set up your mail preferences to file copies of your outgoing messages automatically. From the **Special** menu, choose **Preferences**, **Mail**, and check **Auto-Filed**.

In the Filing Cabinet dialog box, you will find options to:

- **Open.** To open a file folder, highlight the name of the folder using the down and up arrows and press enter, or double-click on your choice.
- **New.** To add a new folder.
- **Change.** To change the name of folders.
- **Delete.** To delete an item.

To organize your file and to create a new folder, follow these steps:

1. Choose **Open** to access various of the folders such as **Auto-file**, **general**, and so on.
2. Then after choosing a folder, you see a list of files. Choose a file and choose **Open** again to work with the file (see fig. 10.12).
3. If the item is a file, you can read it, and then refile it. If the item is a draft of a mail message or a send file message, you can continue editing it.

**Fig. 10.12**

The General folder showing three files currently in the folder.

Note

In WinCIM, you can find the File Cabinet option on the Mail menu. In DOSCIM, you can also find File Cabinet on the File menu under the Credenza option.

- Next, while you are reading a message, you can choose to save the file. From the **F**ile menu, choose **S**ave. You are prompted for a file name for the notepad file you are creating. Once you have saved the file, you can also print it.

Address Book

As you would at the office or home, you can maintain an Address Book in WinCIM and DOSCIM. This is especially useful because e-mail addresses can be a little cryptic. The addresses can be CompuServe user ID numbers, Internet addresses, or AT&T, MCI Mail, or Fax numbers.

Note

For information about Internet e-mail, see Chapter 11, "E-Mailing with the Internet."

To maintain the addresses of your regular correspondents, from the WinCIM **M**ail menu:

- Choose **A**ddress Book from the Mail menu, type Alt+A, or click on the Address Book icon from the ribbon.
- The Add to Address Book dialog box enables you to create both new address entries and address groups (see fig. 10.13).

Fig. 10.13

The Address Book data entry window.

The screenshot shows a standard Mac OS-style dialog box titled "Add to Address Book". It features three input fields: "Name:" (a single-line text field), "Address:" (a single-line text field), and "Comments:" (a multi-line text area). Below these fields are three buttons: "OK", "Cancel", and "Help".

3. The **Name** field is to identify the person's real name or your nickname for the person, such as John or John Doe. Once you have typed in the name, tab to the Address field, or click on the field.
4. The **Address** field is for the individual's e-mail address (CompuServe or other). Enter the address, and tab to the Comments field.
5. In the **Comments** field, you can enter a comment, such as **Advertising Group Head** or **This is his office account**.
6. Then choose OK, and you will be returned to the main Address Book window.

You are able to make choices about the Address Book entries by clicking on the button or using the Alt + the underlined initial on some buttons, as follows:

- *Add*. Adds a person's address.
- *Add Group*. Adds a group entry and creates distribution lists for work groups, divisions, project team members, and so forth.
- *Change*. Edits an entry.
- *Delete*. Removes an entry.
- *OK*. Accepts the changes made and closes the Address Book.
- *Cancel*. Cancels any changes made and closes the Address Book.
- *Help*. Displays context-sensitive help with any item.

To create a group, first be sure that every address you want to include in the group is already in your Address Book.

To add a group to your Address Book, follow these steps:

1. Choose Add Group from the main Address Book window. The Add Group to Address Book dialog box appears (see Fig. 10.14).

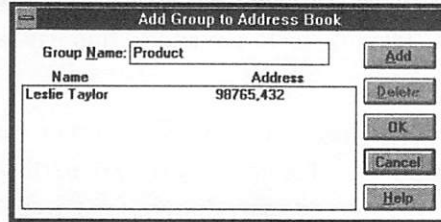


Fig. 10.14
The Add Group to Address Book dialog box.

2. Choose the Group Name field and enter a single word name for your group in the box, such as **Marketing**.
3. Choose Add. The window jumps back to a window showing your whole Address Book listing.
4. Using your Tab key, your arrow keys, or your mouse, highlight an entry and choose OK to include that person in the group.

Continue highlighting and adding until you are satisfied with your group.

5. Choose OK after each addition, and then OK again to go back to the main Address book window.

Address Book entries can also be made automatically. If, while you are reading a message, you want to copy the sender's name and address to your Address Book, select the Address button. WinCIM opens the Add to Address Book dialog box. Choose the Add Entry button.

Address Book entries can be very useful when creating messages. In the Recipients List box, you can choose the To field and use an existing Address Book entry by clicking on the name of the person and choosing Copy>>. The CIM will fill in the address automatically when you choose the person or the group name. This can save you from having to remember their e-mail address. In addition to clicking on the field, you can tab to fields, and hit the space bar and use the Alt+ the underlined initial to move about in the dialog box.

Tip
If you find yourself addressing e-mail to the same recipients over and over, you should consider creating a group.

Tip

Remember to use the Address Book for entering existing names and addresses in the data entry forms found under the Mail menu. You can choose individuals and group names.

Create Forum Message

Using the WinCIM Mail menu, you can create forum messages on- or off-line. Like postings to a BBS, forum messages are meant to be read by large groups. All forum message boards are divided into sections. These sections focus on various facets of a topic and specific areas of interest. For each forum message, you are asked to identify the forum and section where your message will be posted.

To create a message for posting to a CompuServe forum, from the WinCIM Mail menu, choose the Create Forum Message option. (If you have not joined any forums, the Create Forum Message option is not available.)

The Create Forum Message dialog box is displayed (see fig. 10.15). Follow these steps:

1. Press Tab to move to the Subject field and enter the topic of your posting.
2. In the Forum field, select the forum name. If you are on-line and reading messages in the forum, this field will be filled in already. You can scroll down a listing of all of the forums that you have joined.

Fig. 10.15

The Create Forum Message dialog box.

Tip

You might want to go off-line to compose your message.

3. In the Section field, select the section. Again, if you are reading messages on-line, the Section field will be filled in already. In addition, you can scroll through all the sections in this forum.
4. In the To field, enter the name of the message recipient in the first box, and their CompuServe ID in the next box. Remember, you can choose the To field and use a name from your Address Book by double-clicking on the To: field name.

The From field is automatically filled in with your name and CompuServe user ID number.

5. By default, your message is considered a public posting, meaning that it can be read by anyone on the forum. You may, from time to time, want to send a private message. If so, choose the **P**private check box. Some forums don't allow private postings. You also can choose to send the message **V**ia Mail (e-mail) instead of posting it to the forum. The Auto-file option places a copy of the posting in your File Cabinet.
6. Enter your message. You have the same options under the **E**dit menu regarding using the Paste options in the Edit menu discussed in the Create Mail dialog box.
7. Forum messages have the usual options for immediate transmittal, filing, or placement in the Out Basket.

Tip

A forum message is limited to 10,000 characters.

Member Directory

The final option on the WinCIM **M**ail menu is Member **D**irectory. When you first joined CompuServe, your name and address were automatically listed (unless you declined during signup). Any member can remove his or her information from the directory at any time. When you select Member Directory, the Search Member Directory dialog box appears (see fig. 10.16).

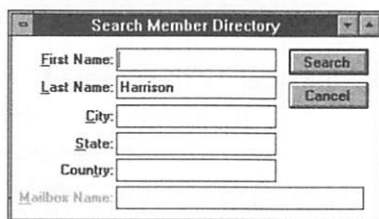


Fig. 10.16

The Search Member Directory dialog box.

The Search Member Directory dialog box enables you to search for another CompuServe member. To create a search, enter the name of the person you are looking for, plus the city, state, and country if you know it. Only the last name is required. Selecting Search initiates an on-line connection to CompuServe. A list of people who match your search criteria is displayed.

Troubleshooting

WinCIM appears to have lost a couple of my messages. What has happened to them?

Sometimes WinCIM seems to lose a message. To correct the problem, use the Re-build Cabinet Indexes option from the **S**pecial menu. This may take some time for the computer to run.

Why can't I print one of my mail messages?

WinCIM maintains all your filing cabinet files in a special file format. To print a message or a download, you need to go into your filing cabinet and open the file. Then, from the **F**ile menu, choose Save As. You can also print the file by choosing **P**rint from the **F**ile menu.

Using CompuServe To Send E-Mail to Other Services

CompuServe uses its e-mail facility to allow you to send a variety of messages that are not strictly e-mail. For example, you can send a FAX, a TELEX, postal mail and letters to government officials.

Using CompuServe e-mail to reach other services is easy. For the most part, it is simply a matter of understanding how to address the mail. The rest follows standard e-mail procedures.

The Address field in both the Create Mail and Send File dialog boxes can accept a CompuServe address, as shown in the examples already presented, or it can accept electronic addresses used by other networks, such as the Internet, MCI Mail, AT&T Mail, Sprint Mail, and others. You can also send a FAX.

The addresses used by each of these other services have a unique format using a variety of letters, numbers, and symbols. You don't have to decipher these to use them; just get your correspondent's exact address and service name, and enter it in the Address field using CompuServe's name for that service as a prefix.

To send a message to someone with an Internet address of johndoe@xyz.com, for example, you would type the address in the Address field as **INTERNET:johndoe@xyz.com**. (See Chapter 11, "E-Mailing with the Internet," for more information on using e-mail with the Internet.) If your correspondent is using MCI Mail, the address might look like this: **MCIMAIL:987-6543**.

For each of the services listed in table 10.1, the address is entered in the **To:** field of the mail message, just as it would be with the user's CompuServe numerical address.

Table 10.1 Addressing Information for Popular Services

Service	Address Format	Example
AOL	Internet:User@aol.com	Internet:justinp@aol.com
GEnie	Internet:user@genie.geis.com	Internet:johne@genie.geis.com
Prodigy	Internet:User@prodigy.com	Internet:johne@prodigy.com

X400 Mail Services and Addressing

A number of services use what is called X.400 addressing protocols. The process for sending X.400 mail is more complex than sending e-mail with just CompuServe members only or with the other services listed in the table. The address looks quite complicated, but each character has meaning:

*X400;(c=country;a=admd;p=prmd;o=organization;s=surname;
g=givenname;i=initial;d=ID:domainattribute)*

What do these elements mean? Table 10.2 lists the various address components and their meanings.

Table 10.2 X.400 Address Components

Component	Explanation
X400	Lets CompuServe know that the message is to be routed by way of the X400 connection
c=country	Specifies the two letter country abbreviation, such as c=US,
a=admd	Specifies the administrative domain

(continues)

Table 10.2 Continued

Component	Explanation
p=prmd	Specifies the private domain
o=organization	Specifies the organization
ou=organizational unit	Specifies organizational unit
s=surname	The recipient's last name
g=given name	The recipient's first name
i=initial	The recipient's middle initial
d=ID:domain attribute	The recipient's ID or other element used by the domain for identification

The X400 system is used by several services such as MCI Mail, AT&T Mail, and SprintMail. Following are the addressing conventions for those services:

Sending AT&T Mail

X400:(c=country;a=attmail;d=ID:address)

Example: X400(c=us;A=attmail;d=ID:djohn)

Receiving AT&T Mail

X400:(c=us;a=compuserve;p=csmail;d=ID:CompuServeID)

Sending SprintMail

X400:(c=us;a=telemail;o=organization;s=surname;g=givenname

Example: X400;(c=us;a=telemail;o=datacom;s=brown;g=judy)

Receiving SprintMail

X400:(c=us;a=compuserve;p=csmail;d=ID:CompuServeID)

Sending MCI Mail

MCIMAIL:username

Example: MCIMAIL:johndoe

Receiving MCIMail

X400:(c=us;a=compuserve;p=csmail;d=ID:CompuServeID)

Note

To get more information about X.400 addressing, choose the Go icon and type **telcom**. The file ADMD.ZIP is in Library 3, and it lists country codes and administrative domains worldwide.

FAXing via CompuServe E-Mail

In addition to sending regular e-mail, CompuServe e-mail can assist you in sending FAX. CompuServe can FAX to most Group 3 FAX machines. The maximum size of a FAX is 50,000 characters, or about 1,000 lines. To send a FAX, you use the phone number with *FAX:* as the prefix, as the address:

FAX:1-555-555-5555

To send a FAX using the WinCIM Mail menu, use the Create Message procedure and enter the FAX number as the address in the Recipients List. The FAX will be a text-only message, and it is sent as a page with 1-inch margins in a 10-point typeface.

Sending Postal Mail

With CompuServe e-mail, you can even send mail through the U.S. Postal Service. To use this feature, you need to enter Terminal Emulation mode. Follow these steps:

1. Initiate a connection to CompuServe by clicking on the Go icon, or typing Ctrl+G, and typing **asciimail** in the Go field.
2. You are presented with the CompuServe Mail facility in Terminal mode (see fig. 10.17).
3. Enter **compose/postal**. This may look a little awkward because there is no line wrap. Press Enter at the end of each line.
4. When you are finished, type **/ex** on the last line by itself.
5. At the Send to: prompt, type **postal**.
6. Enter the recipient's address at the prompt, and enter your return address.
7. Confirm that you want to send the message.

Tip

To get a list of services connected to CompuServe and the CompuServe address line prefix for them, press ? (Help) while in the Create Mail dialog box. Choose Address to get more specific information.

Tip

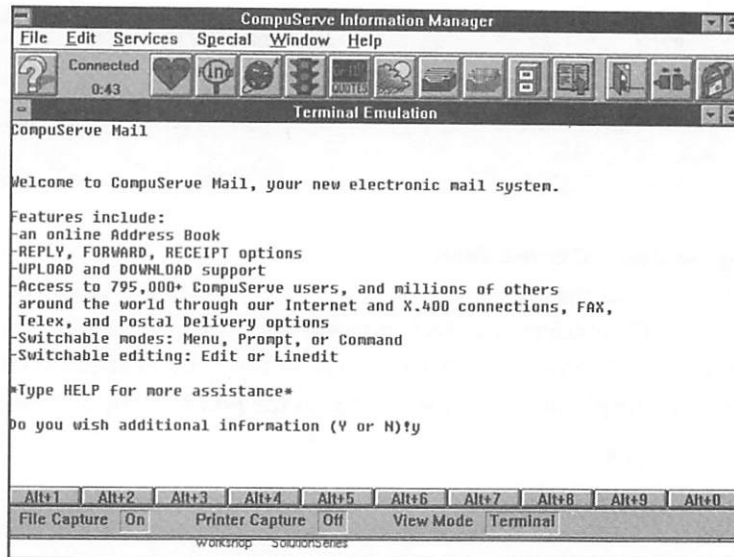
CompuServe can be your traveling FAX while you are out of town for business. Just use CompuServe to send FAXes back to the office.

Tip

You can enter the FAX number in your address book, and you can send your FAX to multiple recipients using the Recipients List.

Fig. 10.17

The mail facility in Terminal mode.



8. To disconnect, choose the Disconnect (two plugs) icon on the ribbon, or type Ctrl+D.

CompuServe helps you write to your congressman, the President or the Vice-President about legislation or your ideas and concerns. Similar to Postal mail, a CONGRESSgram is printed on a laser printer and mailed.

To send a CONGRESSgram, follow these steps:

1. Click the Go icon and type **Congress**.

You see a menu:

1. The White House
 2. The Senate
 3. House of Representatives
 4. Compose a CONGRESSgram
2. Choose 1, 2, or 3 to get the names and addresses you need to send your CONGRESSgram. Choose 4 to compose your message.
 3. You are prompted for the recipient's full name and office address. CompuServe will look up the recipient and enter the correct salutation.
 4. Confirm your recipient, and then compose the body of your letter.

Remember not to enter their name and address—this has already been taken care of.

5. When you are finished, type **/ex** on a line by itself and press enter.
6. Enter your return address at the prompts, and confirm the information.
7. Press Y to send the message.
8. Choose the Disconnect icon to leave CompuServe.

Sending a TELEX

TELEX is a communication technology that is no longer as popular as it once was. It does however, provide a link to many countries world wide. Using CompuServe, you can send a message to any TELEX I or II.

To address a TELEX message, the standard format is as follows:

Recipientname: TLX:machine number, answerback

The answerback is optional. An example of a TELEX address to be sent to D.E. Wilson at 555555 would look like this:

DEWILSON: TLX:555555

To receive TELEX messages, as a CompuServe user your address would be:

Machine number:3762848 with an answerback of COMPUSERVE. On the first line of the message, put TO: recipient's CompuServe User ID.

Using CSNav To E-Mail

The CompuServe Navigator for Windows, CSNav is quite useful for managing your e-mail needs in a cost-effective and efficient manner. It works quite differently from WinCIM, since CSNav shows two windows side by side in its main window. The left side is the Services window, and the right is the Script or Sessions window.

Note

For more information on CSNav, see Chapter 6, "Saving Search Time with the CompuServe Navigator."

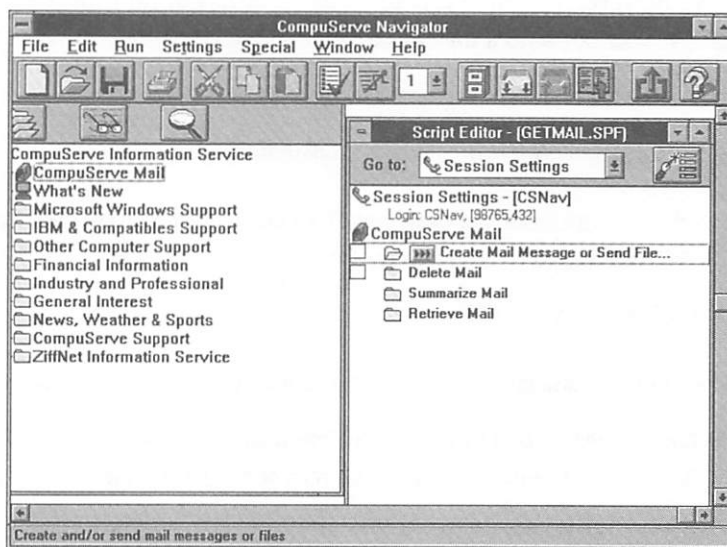
Sending Mail with CSNav

CSNav works quite differently from WinCIM. While the dialog boxes in CSNav are quite similar to those found in WinCIM (as already discussed), its method of operation is unique. To accomplish any task in CSNav, you will construct a script in the Session window. You can refer to WinCIM dialog boxes from time to time, but always keep in mind that you are creating a script to be run, as opposed to carrying out actions directly. To send mail with CSNav, follow these steps:

1. Drag the CompuServe Mail icon from the Services window to the Sessions script window. Figure 10.18 shows both windows side by side.

Fig. 10.18

The Services and Sessions windows in CSNav.



2. Choose the Create Mail Message button in the Sessions script window.
3. The Recipients dialog box appears, in which you can designate the recipients' addresses, CC's, and so forth, as you have done before.
4. When you are finished with the Recipients dialog box, choose OK. The Create CompuServe Mail window opens (see fig. 10.19).

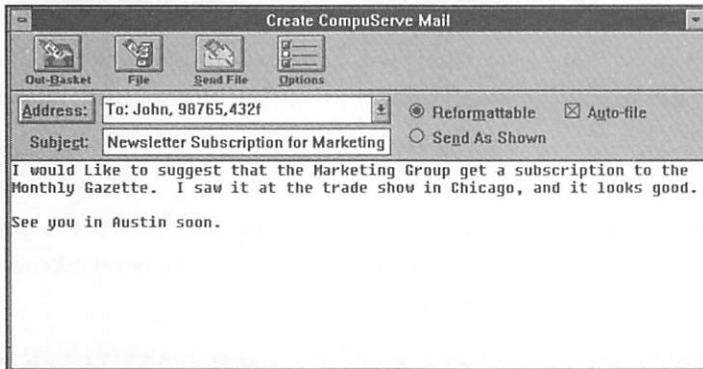


Fig. 10.19
The CSNav Create CompuServe Mail window.

5. In the Create CompuServe Mail window, enter the subject, and then move to the message text area and type your message.
6. After entering your message, you can choose the Options button to indicate the importance and sensitivity of the message. You also can choose Receipt for notification that your message was received. Options for release date and expiration are also available.

Note

This CSNav Options dialog box is very similar to the Options dialog box displayed when you select Create Message in WinCIM. You can make numerous choices about your message using this box.

7. After making your choices in the Options dialog box, choose OK to return to the Create CompuServe Mail window. You can select the Reformatable or Send As Shown buttons.
8. When you are finished, choose Out Basket to complete the script.
9. When you have finished your script, choose the Run icon on the ribbon or Run from the menu. You run the script to go on-line, send the message, and disconnect.

The process for sending a file is quite similar to sending a message. Construct your script as usual, and then choose the Send File button in the Session script window to attach a file. You are prompted to identify the file name and path, and to designate the file type: Text, Binary, or GIF. Choose the Out-Basket button to finish your script. Again, you need to run the script to actually initiate a CompuServe connection.

Receiving Mail with CSNav

You can request that CSNav fetch your mail in a separate script or while it is on-line sending mail. To have CSNav retrieve your all your mail, follow these steps:

1. Drag the CompuServe Mail icon from the Services window to the Sessions script window, and choose the Retrieve Mail folder. You can use your Tab key and arrows to highlight (hit the space bar) and choose the Add to Script Editor window.
2. Usually, you will want all of your mail, so choose All Mail. CSNav places all of your new mail in the In Basket so that you can read it.
3. Run your script by clicking on the Run icon in the ribbon. This will go on-line, get a description of all of your new mail, and disconnect.
4. In the session window, click on the folder holding your mail descriptions, and check the All box.
5. Run the script again to put the messages in your In Basket.

If you want to retrieve just some of your messages, follow these steps:

1. Drag the CompuServe Mail icon from the Services window to the script in the Sessions window, and choose the Summarize Mail folder.
2. CSNav retrieves just the descriptions of the mail, and you can mark the messages that you want to download.
3. Run your script by clicking on the Run icon in the ribbon.
4. Run the script again to put the selected messages in your In Basket.

As with the mail options under WinCIM, you can also use Search Mail options, which are accessed through either the Retrieve Mail or Summarize Mail folders in the Session window.

You can reply to and forward mail using CSNav after you have made one pass to retrieve messages. Choose Reply as you are reading a message, and a new window opens in which you can enter your reply. Choose Out Basket when you are finished, and then run the script again.

To forward mail, choose the Forward button in the message window. You are prompted for a list of recipients. After you have specified the recipients, choose OK. Put the message it in the Out Basket and run your script.

Getting Help

While on-line, at any prompt you can choose the Go icon and enter **mailhelp** to get help with mail. Additional information can be obtained by clicking on Sending and Receiving mail. You can choose the ? on the ribbon to get context-sensitive help at any time, or choose the Help pull-down menu.

From Here...

You will find three chapters especially useful now that you have gotten into the swing of e-mail:

- Chapter 11, "E-Mailing with the Internet," tells you all about interfacing with the Internet, and how to join discussion lists.
- Chapter 12, "Using Caution and Courtesy with Your E-Mail Communications," assists you in learning the customs of e-mailing and how to maintain the security of your account and messages.
- Chapter 6, "Saving Search Time with the CompuServe Navigator," outlines more fully the use of the CSNav program.

Chapter 11

E-Mailing with the Internet

The CompuServe mail system is capable of providing access to many mail gateways. It can handle mail to and from the Internet, the largest network of computer networks in the world.

What Is the Internet?

The Internet is a large worldwide network that links other networks together. Originally it began as simply a network to connect military-related organizations and companies with educational and research institutions. Today, it connects millions of users all over the globe, and you can use CompuServe to access the e-mail functions of the Internet.

Created more than 20 years ago, the Internet experienced very slow growth initially: more recently, however, it has grown to include an estimated 20,000 connected networks. Numbers regarding the size of the Internet and the number of people using it are almost always estimates because the numbers change so frequently.

Many individuals and organizations find that their colleagues are on the Internet, and CompuServe mail can assist in maintaining professional contacts with them. In addition, using Internet mail allows CompuServe users to join any of the thousands of Internet discussion groups. These groups focus on business, educational issues, software, and even hobbies.

In this chapter, you learn about the following:

- The Internet
- Internet e-mail addresses
- Sending and Receiving Internet e-mail
- Sending text files using Internet e-mail
- Internet discussion lists
- Using Internet e-mail to get remote files
- Using Internet e-mail to use Internet gophers

The next section looks at how you can send and receive e-mail between CompuServe and the Internet.

Communicating with the Internet

To successfully use Internet e-mail, you will need to have mastered the basics of e-mailing to and from other CompuServe members. Sending mail to and from other Internet connected systems requires a few changes in these mailing techniques and some understanding of how the Internet works.

Note

E-mail basics are covered in Chapter 10, "Sending and Receiving E-Mail" (with emphasis on WinCIM). If you are using DOSCIM, also see the e-mail section of Chapter 5, "Using CIM for DOS."

Coping with Those Pesky Internet Addresses and User Names

User names or user IDs on the Internet can be confusing. Sometimes they contain initials or numbers. In general, computers do not respond well to spaces and blanks between words, so you might see something like this as a user ID:

```
r_a_pool@opus.sserv.org
```

When someone from the Internet sends you an e-mail message, you can get their e-mail address from their messages to you.

You can get Internet addresses from the "From" field of messages sent to you from people on the Internet, you may find them in magazines, or you may see them mentioned in Forum files and conferences, etc. You don't need to fully understand why these addresses look as they do as long as you use them correctly (as described in the next section), but by examining a few examples of Internet addresses you will more easily recognize them when you see them, and you will be able to learn some things about the addressee from their address.

For example, if you see the following address

```
r_a_pool@opus.sserv.org
```

you could break it down into these components:

- *r_a_pool*. This is the recipient's name as it is known to her local computer that collects her e-mail.
- *opus*. Computers on the Internet are named (you may see names like spock, judy, duck, jupiter, etc.). This is the name of the computer that stores *r_a_pool*'s mail.
- *sserv*. This is another name. It is used to represent a group on interconnected computers of which, in this case, "opus" is one.
- *org*. This three letter set is called the domain. For addresses within the United States you will often see these domains:
 - *.edu*. This is an address used by educational institutions.
 - *.org*. This is used for other organizations and nonprofit groups.
 - *.com*. This represents a commercial or business user of the Internet.
 - *.mil*. This is the domain name for military related groups.
 - *.gov*. This is used for nonmilitary government groups.
 - *.net*. This is used by various gateways and network providers.

If the addressee is in another country, this three letter domain name is replaced by a country abbreviation such as: *.ca* (for Canada), *.uk* (for the United Kingdom), *.ie* (for Ireland), or *.pn* (for Pitcairn Island).

Sending E-Mail to the Internet

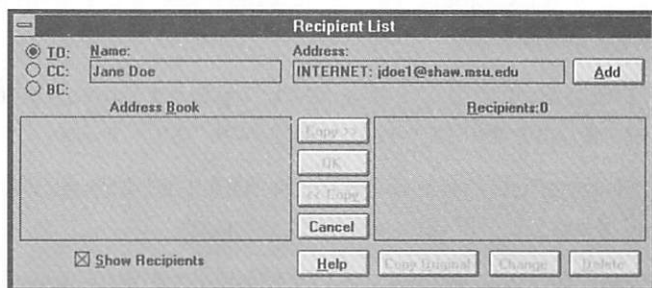
Sending an e-mail message to an Internet user is easy. You use the same dialog boxes and menus as you did in Chapter 10 on e-mail. To send an e-mail message, follow these steps:

1. In WinCIM, click on Mail, and then choose Create Mail.
2. You will see the Recipient List dialog box, where you will fill in the Name field with the person's name, and the Address field with the e-mail address.

Suppose that you are writing to Jane Doe at Michigan State University. She has given you her Internet address, which is *jdoe1@shaw.msu.edu*. Click on the Name box and enter **Jane Doe** (see fig. 11.1).

3. Tab to the Address field and enter **INTERNET:** and then the user's whole address (in this example, **jdoe1@shaw.msu.edu**). The entry for Jane Doe and her address are shown in figure 11.1.

Fig. 11.1
The Internet
address for
Jane Doe.



4. Click on the Add action box and then on the OK to go to the Create Mail dialog box.
5. As always, you have some options for adding additional recipients, copying the message to others, and whether you want the message automatically filed. Select the options you want from the Create Mail dialog box.
6. Next, you complete your entry by clicking on Out Basket, Send Now, File It, or Cancel.

Note

See Chapter 10 for full step-by-step e-mail directions.

The important thing to remember is to put **INTERNET:** before the address, and to include all the various parts of the address before and after the @ sign.

Tip

With Internet addresses, you cannot request a receipt as you can between CompuServe members.

Sending Text Files

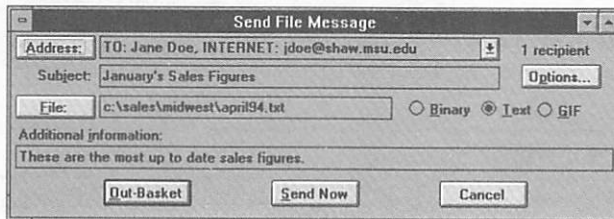
In addition to sending messages to an Internet user, you can also send ASCII or text files. Messages and files are limited to 50,000 characters or 1,000 lines using the CompuServe Mail system. Without special conversion, a binary file, such as a program, graphics, or formatted word processing and spreadsheet files cannot be sent using e-mail.

Note

For further information on sending binary files, see the UUENCODE discussion later in the chapter.

To send a file to an Internet e-mail user, follow these steps:

1. Choose Mail from the menu bar, and then choose Send File.
2. Using the Recipient List dialog box, you can enter a new address or choose someone from your address book or from your recipients list, as outlined in Chapter 10. Enter the name in the Name field and the address in the Address field.
3. Click on the Add action box and then on the OK action box.
4. This moves you to the Send File Message dialog box, and you can enter a subject, the file name to be sent, and additional information. (See fig. 11.2.)

**Fig. 11.2**

The Send File Message dialog box ready to send the file april94.txt to an Internet e-mail address.

Caution

Be sure the text option button is clicked on. You cannot send binary files to the Internet.

5. Click on **Out Basket**, **Send Now**, or **Cancel** to finish the activity.

Receiving Mail from the Internet

Now that you are able to send e-mail out to the Internet, you will want your associates to be able to contact you as well. You need to give your correspondents your CompuServe address and directions for addressing messages via the Internet.

Tip

If you are using a word processor to create the file, remember to save your file as an ASCII file so that it can be e-mailed on the Internet.

Tip

You now can access CompuServe from the Internet using the telnet protocol. CompuServe will continue to add more Internet services in the next year.

Your CompuServe user ID normally looks something like this:

98765,432

In order for someone to write to you from the Internet, they need to make some additions and alterations to this. Your Internet address looks similar to this:

98765.432@CompuServe.com

Notice that the comma in your User ID needs to be changed to a period (or “dot” as it’s called on the Internet). Notice also that the @ sign has been added, and that the CompuServe name and domain have also been added.

Internet e-mail messages come to you postage due, with a \$0.15 charge for the first 7,500 characters, and an additional \$0.05 charge for each 2,500 characters after that.

Tip

CompuServe displays your incoming Internet messages with a caution regarding postage due. You can accept the charges and read the message, or refuse it and pay nothing.

Note

Try out your new Internet e-mailing skills by e-mailing a comment about the NBC Nightly News. Send a message to the news crew at nightly@nbc.com.

Troubleshooting

Sometimes when I send Internet mail, it is returned to me. Why would this happen?

Your mail is returned to you because it is undeliverable. If your e-mail to the Internet “bounces” back to you, you should have a good look at the header—that long set of information at the top of your message. The most common errors made are simple spelling errors. Computers are very picky about exact spelling and syntax, so check this first. If the message sent back to you says that the user is unknown, you should recheck the recipient’s e-mail address.

Is there an actual person who can help me with message problems?

In addition to the CompuServe staff, you also may want to send a message to the postmaster of the computer involved. Address your message to postmaster@computer.domain, and in the body of the message, ask for assistance in solving your problem. Using the example mentioned earlier, the address would look like this: postmaster@shaw.msu.edu.

Joining Internet Discussion Lists

One of the most popular activities using e-mail on the Internet is the discussion lists. There are thousands of discussion lists on the Internet on an almost unbelievable range of topics—TV shows, ice skating, investing, and thousands of others. Using the lists involves the sending and receiving of e-mail among a large international group of people, sometimes more than a 1,000 people are members of one group.

After you sign up for a list, the listserver (a piece of software) will begin e-mailing copies of all messages posted to the list directly to your e-mail box. The lists are maintained, for the most part, by software that allows for automated message distribution, management, and retrieval.

High traffic lists can generate 30 or more messages a day; low traffic lists may generate fewer than one message every week or so. If you subscribe to several high-volume lists, you might find more than 200 messages in your e-mailbox when you log in to CompuServe! Perhaps the best way to get started using discussion lists is to subscribe to one or two lists and read them for a while before jumping in deeper.

Most lists allow open posting with all messages automatically sent to all members of the list without screening. Review by a moderator before posting allows for the screening of long, off-topic, or offensive postings. Most moderators see themselves as maintaining list civility and keeping it on track with its stated mission.

Signing Up for a List

Signing up for, or subscribing to, lists requires an understanding of an important distinction between the “listserv” and the “list” itself. The listserv is the software that handles the tasks associated with list maintenance, including subscription processing, database management, and archiving. The list itself is the group of people who are currently subscribed. You mail instructions, such as subscription requests and database searches, to the listserv. You e-mail messages to the *group* of people who read the list. Messages to the listserv are not usually read by human beings, so additional requests for help or additional information will be ignored or cause the request to be rejected.

To sign up for one of these lists, you need the Internet address of the listserver and the exact name of the list before you start to compose your e-mail message. To start, you send an e-mail message to the listserver.

Tip

Try out a couple of lists before signing up for more to be sure that the number of pieces of e-mail does not exceed your time available to read and process them.



To sign up for SPACE-INVESTORS (a list of people interesting in investing in space-related companies) you would follow these steps:

1. Choose Mail and select the Create Mail option.
2. Enter the Internet address of the listserver. For this example, enter **INTERNET:listserv@cs.cmu.edu**.

Note

Sometimes the server software will not use the "listserv" addressing method. If this kind of addressing does not work, use this method:

INTERNET:space-investors-request@cs.cmu.edu

There is no need to enter a person's name in the TO field. Leave the Subject field blank as well.

3. In the body of the message, type:

subscribe space-investors yourfirstname yourlastname

You replace *yourfirstname* with your own first name and *yourlastname* with your last name. Your Internet address at CompuServe is picked up automatically by the software, so you do not enter it yourself.

When you first subscribe to a list, a message is typically sent in reply from the listserv automatic software. This message tells you that you have been added to the list. It also contains instructions for unsubscribing—getting your name removed from the discussion list.

Tip

Keep your sign-on reply message for later use when you want to stop your subscription to the list.

To get more information on interesting lists, GO UNIXFORUM and get the file INTGRP.ZIP. Some examples include the following:

List Name Description	List Address Bitnet/Internet	List
TBIRDS	TBIRDS@ARIZVM1 @arizvm1.ccit.arizona.edu	Discussion of International Business
GISBUS-L	GISBUS-L@ECUVM1 @ecuvml.cis.ecu.edu	Geographic Info Systems for Business
ESBDC-L	ESBDC-L@FERRIS @MUSIC.FERRIS.EDU	Small Business Development Center

List Name Description	List Address Bitnet/Internet	List
JAPAN	JAPAN@PUCC @PUCC.Princeton.EDU	Japanese Business and Economics Net
E-EUROPE	E-EUROPE@PUCC @PUCC.Princeton.EDU	Eastern Europe Business Network
BUSETH-L	BUSETH-L@UBVM @ubvm.cc.buffalo.edu	Business Ethics Computer Network
PCBR-L	PCBR-L@UHCCVM @UHCCVM.UHCC.Hawaii.Edu	Pacific Business Researchers Forum
BPI	BPI@UTXVM @utxvm.cc.utexas.edu	Business Process Improvement
RITIM-L	RITIM-L@URIACC @URIACC.URI.EDU	Telecommunications and Info Marketing
IL-ADS	IL-ADS@TAUNIVM @vm.tau.ac.il	Israel Bulletin Board for Advertising
JAPAN	JAPAN@PUCC @PUCC.Princeton.EDU	Japanese Business and Economics Net

Caution

Avoid oversubscribing to lists; they could really run up your bill!

Signing Off of Discussion Lists

When you are ready to cancel your subscription to a list, send a notice to the listserver that you want to sign off of the list. Address your message as you did to subscribe:

INTERNET:listserv@cs.cmu.edu

or

INTERNET:space-investors-request@cs.cmu.edu

Again, there is no need to enter a person's name in the TO field. Leave the Subject field blank, as well. In the body of the message, type:

unsubscribe space-investors

or

signoff space-investors

Note

The sign off procedure varies, so refer to your sign-on message reply for details.

Using Internet E-Mail To Get Remote Files and Use Internet Gophers

Internet e-mail through CompuServe can be used to search for and get files from thousands of computers around the world. This allows the CompuServe member to have access to many of the resources of the Internet. Gophermail and FTPmail, two techniques for doing this, are described below.

Using FTPmail

E-mail can use a utility that enables you to retrieve files from a remote system. The Internet uses a protocol called the File Transfer Protocol, which is also called anonymous ftp. This file transfer protocol is not directly available via CompuServe, but another utility allows e-mail users to fetch ftp files when ftp is not possible. To use this utility you must know the remote site address, the subdirectory containing the file, and the precise file name. You will see references to this information on discussion lists and other places.

In thousands of computers on the Internet, there are tens of thousands of files that you can get using an Internet utility called FTPmail. These files stored at “ftp sites” are both binary files and ASCII (text) files. Currently, FTPmail only will retrieve the ASCII files.

To get these files, you need to know four things about them: the site where they are stored, the subdirectory they are stored in, their names, and whether they are ASCII or not. Your best source of this information would be in the messages received from a listserver as described in the previous section.

You might, for instance, see someone comment that “there is an excellent ASCII file concerning small business startup successes at acc.sri.com in the /pubs/doc directory, and its name is small.business.” To get this particular file, use CompuServe e-mail in this manner:

1. Click on Mail in the menu bar.
2. Click on Create Mail.

3. In the Recipient List dialog box enter a single space in the Name text field (just press the space bar one time).
4. Tab to the Address field and type "INTERNET: ftpmail@decwrl.dec.com" (not the quote marks).

Note

You will always use this address (or bitftp@pucc.princeton.edu), no matter what location the actual file is stored at — these are the two sites where the FTPmail software is running.

5. Click on the Add action box, then the OK action box.

You will now see the full Create Mail dialog box.

6. Click on the Subject field and enter a single space (press the space bar one time).
7. Now click on the message text area and type in the following "script" for the FTPmail software to read and respond to:

Note

Items you will change with each different file you seek are written in **bold**, all other items should be typed in just as they are shown each time you use FTPmail. Type separate lines as shown. This example assumes your account number is 98765,432 — you would, of course, type in your actual CompuServe number at that location.

connect **acc.sri.com**

user anonymous

98765,432@CompuServe.com

cd /**pub/doc**

get **small.business**

8. Now send this message out in the usual manner (Send Now, or Out Basket, etc.).

You should receive the file you requested back as an e-mail message within minutes, or possibly a few hours. Get this message from CompuServe in the same way you get your normal e-mail messages.

Gophermail

On the Internet, Gopher is an important information access tool. No, it is not a small, brown mammal—Gopher is a popular menu-based search tool. Gopher “burrows” through the Internet to locate information. CompuServe users can use Gopher by way of an Internet e-mail utility called Gophermail.

Gophermail is a service that uses e-mail to interact with Gopher menus and you. Messages are sent and received that contain Gopher menus and information. Gophermail lets you use Gopher without an Internet account.

To use Gopher, send e-mail to `gopher@dsv.su.se`, or `gophermail@Calvin.edu` with a single space in the subject field and nothing in the message text field. The Gophermail message will look something like this:

```
Return-path: <gopher@dsv.su.se>
Received: from mars.dsv.su.se by world.std.com
(PMDF V4.2-13 #3941) id <01H7KMX80HGG934QMN@world.std.com>;
Tue, 11 Jan 1994 22:43:29 CDT
Received: by mars.dsv.su.se (5.61-bind 1.4+ida/4.0) id AA25886;
Wed, 12 Jan 94 05:43:43 +0100
Date: Wed, 12 Jan 1994 05:43:43 +0100
From: GopherMail Server <gopher@dsv.su.se>
Subject: DSV Gopher Server
To: oakridge@world.std.com
Message-id: <9401120443.AA25886@mars.dsv.su.se>
Content-transfer-encoding: 7BIT
X-Menu: Max. 100 items/message
```

Mail this file back to Gopher with an X before the menu items that you want.

If you don't mark any items, Gopher will send all of them.

1. About this Gopher Server.
2. Information About Gopher/
3. Roadmap to this Gopher server.
4. About GopherMail.
5. About Department of Computer and Systems Sciences
6. Departmental reports and other information/
7. ISO Messaging Standards News/
8. Library Services/
9. Other Gopher and Information Servers/
10. Phone Books and E-Mail addresses/

After sending the original Gophermail e-mail message wait a few minutes and then get the message that Gophermail sent back to you using the usual methods for retrieving your CompuServe e-mail. The message will now be in the

WinCIM In Basket. Follow these steps to continue your search for information:

1. Click on In Basket.
2. Highlight the message that just returned from Gophermail.
3. Click on the Open action box.
4. Click on the Forward action box.

The Recipient List dialog box will now appear.

5. Put a single space in the Name field (single press of the space bar).
6. Tab to the Address field and type in the Gophermail address (be sure to proceed it with INTERNET:).
7. Click on the Add box and then the OK action box.

The Forward dialog box will now be displayed.

8. Delete everything in the Subject field and enter one space.
9. Click on the Send As Shown option button.
10. Click on the text field and delete all text from the top of the message down to the top of the Gopher menu.
11. Type an X in front of any of the menu items you are interested in.
12. Click on the Send Now action box.

This message will now be sent to the Gophermail program. Wait a few minutes and pick up your messages from CompuServe again. If the menu items you put the X in front of were ASCII files, you will receive them as normal e-mail messages. If the menu items you selected were titles of other menus, you will then need to repeat the above procedure until you receive the files of interest.

This is certainly a many-step process, but there are tens of thousands of files with information on just about every subject available through Gophermail, so it might well be worth the effort.

Sending and Receiving Binary Files via Internet E-Mail

Tip

When you enter the IBM Communications Forum from WinCIM, use the magnifying glass Find File icon from the Forum toolbox. Click on the icon, and enter **uuencode** at the prompt.

Normally, it is impossible to send a binary file to the Internet using the CompuServe e-mail facility. But, it is possible to send binary files in an e-mail message by using conversion programs called UUENCODE and UUDECODE. You and the recipient must be using the same programs for conversion. You can obtain these coding and uncoding programs by typing **GO IBMCOM**, and getting the file UU520.ZIP.

Note

For DOSCIM users, while in the IBM Communications Forum, click on the library pull-down menu, then click on Search and type in UUENCODE as a keyword, then click on Search.

From Here...

You may want to pursue further information on some of the topics in this chapter:

- Find more on UUENCODE and UUDECODE for e-mailing binary files in Appendix D.
- Chapter 10 covers all the CompuServe mail functions in detail.
- On CompuServe, you may want to use GO MACCOM for information on communications for the Macintosh, or GO TELCOM for the Telecommunications forum, or GO UNIX for information on the UNIX systems which store many of the publicly accessible files on the Internet.

Chapter 12

Using Caution and Courtesy with Your E-Mail Communications

In this chapter, you learn about communication customs, conventions, and ways to make your work with CompuServe and e-mail more secure.

How Secure Is E-Mail?

In most circumstances, e-mail is moderately secure, but e-mail is not a totally secure medium. Your messages can be read by others, such as system administrators or individuals with access authority. However, as a corporate policy, individual e-mail messages are not read by any CompuServe employees.

The confidentiality of the postal and telephone systems is established in law, but that of e-mail is still in flux. The vast majority of messages are read by only the intended recipients, but in sensitive matters that are of great personal or financial concern, you should consider different means of communication or the use of message encryption programs.

If you have sensitive messages, be cautious about e-mailing them. This is particularly true of personnel and financial matters. It is not a good idea, for example, to e-mail a credit card number or telephone card information. In addition to concerns of unauthorized access to the message, there is a common problem of misaddressing messages—one digit is all it takes sometimes.

Topics covered in this chapter include:

- Making CompuServe e-mail more secure
- Communicating more effectively using shorthand and symbols
- E-mail's influence on corporate culture

The following discussions relate to security practices that you can personally improve. For its part, CompuServe offers assurances of confidentiality of e-mail. It cannot, of course, offer protection for messages that leave the system when they are sent to other providers or Internet addresses.

Making CompuServe E-Mail More Secure

E-mail activities on CompuServe can be made more secure through the use of certain mail options. In addition, limiting access to CompuServe and your password can offer additional security.

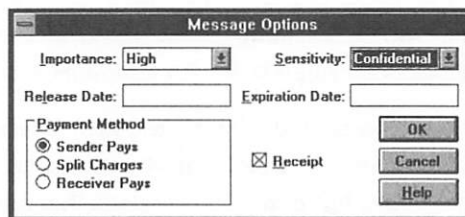
Using WinCIM Options for Security

WinCIM makes it easier to secure your e-mail. Using the Options button choices carefully can make your e-mail more secure. Following are some alternatives you may want to consider:

1. From the Mail menu, choose the Mail Create Form as you normally would, and fill in the relevant sections.
2. Click on the Options button. The Message Options dialog box appears in which you can make some choices about the level of sensitivity and importance of the message (see fig. 12.1).

Fig. 12.1

The Message Options dialog box.



3. Make your choices by clicking on the small down arrows next to the field. Clicking on these arrows displays a list of selections for that field.
4. In the **Importance** field, you can choose from Normal, Low, or High depending on your estimation of its priority. This information on the importance of the message is shown when the message is received.

5. In the **Sensitivity** field, you can choose from Normal, Personal, or Confidential depending on the relative sensitivity of the message. The recipient will be informed when it is a personal or confidential message.

Caution

Remember that no e-mail is totally secure.

6. You can further protect your message by entering a date in the **Release Date** field. This ensures that your message does not get delivered before an event or meeting, for example. You also can set an expiration date, ensuring that old information will not be communicated.

Tip

Do not overuse these options—if all of your e-mail is labeled high priority and set to confidential, its effect will be lessened.

The same options for importance and security exist when sending a file using CompuServe. You can see these options under the Send File menu item.

Protecting Your Password

Another step toward maintaining good computer and CompuServe security is to protect your password—do not tape it to your monitor or put it in your desk at work. Separate your CompuServe user ID and the password when you write them down.

Take steps, such as using a computer system password program, to prevent unauthorized people from using your computer. If you are using any of the CompuServe Information Managers, someone could simply log on to your CompuServe account without your knowledge. In addition to gaining access to your messages and files, they could purchase products and services in CompuServe's Electronic Mall or purchase stocks.

It is a wise idea to change your password from time to time, and to make your password something unusual, but not so difficult to remember that you are tempted to keep it handy in an unsecured spot. You may also want to include at least one unusual character, such as #, %, /, &, in the password to make your password secure.

Some don'ts (to avoid having others guess your password):

- Don't make your password something like your spouse's, children's, dog's or cat's name, and so forth.
- Don't make your password all the same digits or letters, such as 555555 or bbbbbb.

- Don't make your password something that is easy to find out about you: birth date, nicknames, address, or your car make, model, or license plate.
- Don't make your password a single real word found in a dictionary—a combination of words written together, with spaces, commas, or other combinations, is best. This is why the first password given to you by CompuServe was a combination of words.
- Don't make your password your first or last name.
- Don't use the same password for your various accounts, computers, automatic teller machines, and so forth.
- And finally, don't give your account number and password to someone else to use—they may not value it enough to keep it as confidential.

Other Security Measures

There are some other things you can do to safeguard your data and communications.

Make frequent backups of your data, and make paper or hard copies of important documents, messages, and downloads.

Remember to “carbon copy” yourself on important messages. This way you know exactly what was sent out, when, and to whom. Sometimes you will need to refer to an e-mail message, and having a cc to yourself can be very useful.

Periodically, you should clean out the subdirectories where you store messages and downloads. Remember that anyone who has access to your machine has access to your information.

Netiquette and Communication Conventions

There are some common practices, conventions, and netiquette (net etiquette) observed on CompuServe and other services for e-mail, conferences, and forums. Knowing about these conventions can make the newcomer less obvious and requests for help more likely to result in assistance.

One of the most important tips is to pause and think before sending a message, especially if it is something expressing irritation. E-mail and conferencing is a facile medium and can encourage quick, off-the-cuff responses that you may regret both for their immediate effect, and later, because on conferences, the posting stays there for a while for others to see.

Remember that CompuServe has nearly two million users of all kinds, in many professions and levels, and many of them will read your public postings in forums and Internet discussion lists.

Think about what and how something is said, and how the posting might be interpreted or misinterpreted when received by others who may not be aware of the context, your intentions, or your goodwill.

Each person develops a personal communication style, or even an on-line personality. Some people, as in face-to-face interaction and conversation, are more or less outgoing than others. Some users will develop a different e-mail or forum personality.

It is important to remember that what the signature or posting says may or may not represent the whole truth. In some rare cases, the information found in the classifieds, on the forums, or on the CB forum may not exactly match the identity of the individual. Use the same caution in replying to classifieds, when using the CB simulator, and on the forums as you would in face-to-face conversations or in regular postal mail.

Communicating with Symbols and Shorthand

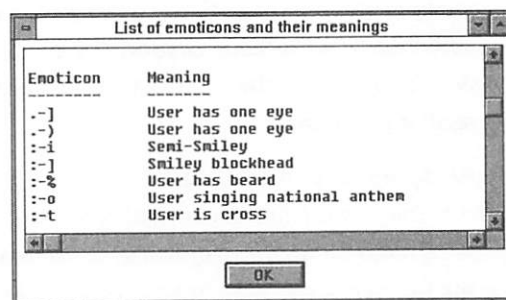
E-mail and forums have their own culture. Personal characteristics are not always apparent; gender, national origin, age, and so forth may not be clear. E-mail and postings are not very expressive unless you take the time to make them so by using emoticons, shorthand symbols, and “stage directions.”

Flaming means to use strong and/or critical language—often marginally (or bluntly) offensive. It is an expression of disapproval or strong criticism. Because computer-mediated communication lacks the subtle body language and voice inflection cues about humor or sarcasm, veteran e-mailers and conference members use *emoticons* designed to show humor or irony. For example, this :) is a “smiley face,” designed to let the reader know that the user is just kidding or saying something in jest. (Tip your head to the left to see it.) This ;> is a more mischievous wink and smile. Table 12.1 shows some more emoticons.

Table 12.1 Emoticons	
Symbol	Meaning
:~)	Smiley face
:-o	Surprise
:~<	Frown
:(Frown
:]	Goofy smile
8~)	Smiley face with glasses
:~	Blank look
:~}	Man with a mustache
~'~,@	Rose

You can have a look at some other faces in the file EMOTIC.TXT in the Practice Forum Library of Forum Scripts/Programs as shown in figure 12.2.

Fig. 12.2
The EMOTIC.TXT
file showing
emoticons.



Some Forum users will make it explicit that they are flaming or offering strong opinions in a humorous way by actually pointing out when their flame begins, for example:

(set flame on)

text of message containing the flame

(set flame off)

Sometimes a writer will offer parenthetical comments designed to help the reader understand the message, for example:

(as I put on my asbestos vest)

text of message

(taking off my asbestos vest)

Because you are not actually seeing the person face-to-face, and because many people feel that e-mail is furtive—not permanent—they have a tendency to offer more harsh comments in e-mail. A person who, face-to-face with another, would never shout or use abusive language may do so in e-mail or in forum postings because they feel more anonymous.

Figure 12.3 shows the kind of forum message to reconsider before sending out!

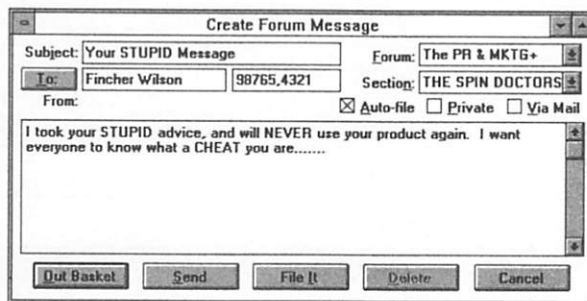


Fig. 12.3
An example of
an angry forum
posting.

Some quick tips:

- Read your message to yourself before sending it. Have you checked your spelling? Does it say what you want it to say?
- Is your message addressed to the correct person or group. Sending the message to the wrong person is embarrassing.
- Have you sent a cc: to the appropriate person?
- Delay sending a flame. If you feel insulted by someone, reread the message. Is it possible that no insult was meant?
- Ask yourself this, "Would I say this face-to-face?" If the answer is no, don't send the message or post it to a forum.

Tip
Don't forget that you can delete a forum message you sent once it is posted. You can also delete a message sent to you by choosing to read it and clicking on the Delete button.

- If you think you have been flamed or insulted, ask for clarification—often no criticism is meant.

Some commonly used shorthand abbreviations that are useful to recognize are listed in table 12.2.

Table 12.2 Commonly Used Shorthand Abbreviations

Symbol	Meaning
<g>	grin
<grin>	grin
AKA	Also known as
BRB	Be right back
BTW	By the way
FYI	For your information
IMHO	In my humble opinion
IMO	In my opinion
LD&R	Laughing, ducking, and running
LOL	Laughing out loud
NRN	No reply necessary
OTOH	On the other hand
ROFL	Rolling on the floor laughing
SYSOP	System operator (forum administrator)
TIC	Tongue in cheek
TTFN	Ta Ta for now

Tip

THE USE OF ALL CAPITAL LETTERS LIKE THIS IS CALLED SHOUTING. This is considered to be bad manners, so use upper- and lower-case for your communication.

In addition, emphasis is sometimes expressed as a word inside of asterisks like **this**, as a *_pseudo-underline_*, or with a single word in all CAPS.

Using Signatures

It is common in e-mail, on the listservs and in forum postings, to include what is called a sig (or .sig—pronounced “dot sig”) at the end of messages. This is a short identification block, which may include the user’s name,

company affiliation, an e-mail address, and sometimes a decorative border, or a favorite quote. Long sig files of more than five lines are sometimes considered to be a breach of netiquette because some e-mail users pay for their e-mail based on the number of messages they receive and the size of those messages.

E-Mail's Influence on Corporate Culture

The use of Computer Mediated Communication (CMC), primarily through e-mail, affects groups, businesses, and corporations. E-mail is said to create a virtual culture on-line, and this virtual culture is usually somewhat different than the existing one in a corporation.

The power of communication using e-mail is changing corporations: You can find employees of all kinds from clerk to CEO sharing ideas and suggestions, crossing traditional reporting or organizational lines. It can change social and traditional "chain-of-command" connections, but, for the most part, it increases corporate communications and problem-solving.

As the lines of formal communication are modified, corporate or group structures may be modified as well. The current trend toward "flatter" corporate organizations is aided by the use of computer-mediated communication generally and by e-mail specifically.

It is good to remember, concerning the CompuServe forums, that colleagues in your same company may be reading your postings, and that people from competing corporations may also be "listening." CompuServe encourages free-flowing and lively discussions on the forums. These can be very useful to businesses in finding out what is happening in the industry and getting ideas about what potential customers might like to see in a product or service.

Face-to-face meetings and decision-making situations can be changed by e-mail communication, and by information shared on the forums. Using the vast information resources of CompuServe, you can bring a great deal of related information to meetings or share it through e-mail messages.

Tip

Remember that the forums are a public activity, so your postings will reflect on both you personally and on your company as well.

From Here...

For more related information, you may want to look at the following:

- Chapter 10, "Sending and Receiving E-Mail."
- Chapter 11, "E-Mailing with the Internet."
- Chapter 3, "Retrieving and Posting Information."

Part IV

Finding Useful Information

- 13 The Best Places for Business
- 14 Using the Classifieds
- 15 Other Extras

CompuServe Information Service

- CompuServe Mail
- What's New
- Microsoft Windows Support
- IBM & Compatibles Support
- Other Computer Support
- Financial Information
- Industry and Professional
- General Interest
- News, Weather & Sports
- CompuServe Support
- ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

Connect to CIS

Disconnect

Level: 1

I.D.

Password

00:00:55

C:\CSERVE\

DOSCIM
SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executabl
Script files, mod
Filing Cabinet,
Support files (*
Default download
Default GIF downl

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	NR1	F	D	
2	Revolve Entry 1	2400	NR1	F	D	
3	NAME: CompuServe Phone Numbers	2400	NR1	F	D	
4	NUMBER: 1 800 346-3247	2400	NR1	F	D	
5	BAUD: 2400	2400	NR1	F	D	
6	PARITY: EVEN	2400	NR1	F	D	
7	DATA BITS: 7	2400	NR1	F	D	
8	STOP BITS: 1	2400	NR1	F	D	
9	DUPLEX: FULL	2400	NR1	F	D	
10	PORT: COM2	2400	NR1	F	D	
11	SCRIPT:					
PaUp	PROTOCOL: XMODEM					
PaDn	TERMINAL: VT100					
Home	MODE: MODEM					
End	PASSWORD:					
1/4	META FILE:					
Esc	XBD FILE:					
Choi	NOTE FILE:					

CLEAR LAST DATE AND TOTAL? (Y/N) No
ACCEPT THIS ENTRY? (Y/N) Yes
SAVE ENTRY TO DISK? (Y/N) Yes

Notes

Alt-Z FOR HELP | VT100 | FDX | 2400 NR1 | LOG CLOSED | PRINT OFF | OFF-LINE

CompuServe Navigator

it Run Settings Special Window Help



CompuServe Information Service

- CompuServe Mail
 - What's New
 - Microsoft Windows Support
 - IBM & Compatibles Support
 - Other Computer Support
 - Financial Information
 - Industry and Professional
 - General Interest
 - News, Weather & Sports
 - CompuServe Support
 - ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will be in the directory CSERVE (see diagram). The new window below will allow you to use common data containing information about the CompuServe Information Manager.

	Connect to CIS	Disconnect	Level: 1
	I.D.	Password	00:00:55

C:\CSERVE\

- DOSCIM
 - SCRIPTS
 - FCABINET
 - SUPPORT
 - DOWNLOAD
 - GIF
- DOS CIM executable
Script files, mode
Filing Cabinet, In
Support files (*.1
Default download s
Default GIF downlo

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT
1		2400	N81	F	D	
2	Revis Entry 1	2400	N81	F	D	
3	NAME: CompuServe Phone Numbers	2400	N81	F	D	
4	NUMBER: 1 888 346-3247	2400	N81	F	D	
5	BAUD: 2400	2400	N81	F	D	
6	PARITY: EVEN	2400	N81	F	D	
7	DATA BITS: 7	2400	N81	F	D	
8	STOP BITS: 1	2400	N81	F	D	
9	DUPLEX: FULL	2400	N81	F	D	
10	PORT: COM2	2400	N81	F	D	
11	SCRIPT:					
12	PROTOCOL: XMODEM					
13	TERMINAL: VT100					
14	MODE: NODEN					
15	PASSWORD:					
16	META FILE:					
17	KBD FILE:					
18	NOTE FILE:					

PgUp
PgDn
Home
End
F4
Esc
Choi

CLEAR LAST DATE AND TOTAL? (Y/N) No
 ACCEPT THIS ENTRY? (Y/N) Yes
 SAVE ENTRY TO DISK? (Y/N) Yes

Notes

a directory other than CSERVE, edit the directory to include the complete directory path to the CompuServe Information Manager.

Alt-Z FOR HELP | VT100 | FDX | 2400 N81 | LOG CLOSED | PRINT OFF | OFF-LINE

Chapter 13

The Best Places for Business

As a source of worldwide, interactive information, CompuServe plays a major part in supporting business activities. CompuServe provides business people with a special window on the world, and on the activities that affect them most. From news to special processing and presentation tools, to vast on-line sources of research data, to live on-line financial data from the world's major markets—all these resources and more make CompuServe a key decision-support tool in day-to-day business activities.

To get an overall perspective on how CompuServe is an effective business tool, we look at a number of areas and specific services, and examine their applicability to those in business. We look at these services as they can be used by all business people—those in large corporations and those in small businesses. Most of the time the applicability of a given service is universal—there is not much difference between the interests of people in large organizations and those in small ones. In other cases, the difference is extreme.

In this chapter you learn how to find and take advantage of the following services to best support your business activity:

- News
- Business forums
- Research
- Financial and investment resources

Note

For all the specific sections we mention here, we are providing GO words for accessing them. These resources are spread throughout CompuServe, so it is easier to refer you directly to the service (for example GO TRWREPORT for accessing TRW Business Reports).

Business Services Overview

To organize our discussion of the best services for business, let us first review the available interest areas, and highlight why services in this area are important to you. Each of these categories is discussed in more detail later in the chapter.

News

On-line access to news effectively makes you the editor of your own business journal. You pick the feature stories and decide which need further research. Alternatively, you also reject stories that fail to match your interests. Stories come to you from a wide variety of sources. The information is available immediately, and it has not passed through someone else's filter. It involves a new mindset in terms of dealing with the news. You have to keep moving through the many news stories, and you have to have the tools at hand to stop and act on a piece of information when it comes to you. On-line news puts a great deal more power in your hands than does print media.

CompuServe's on-line news services provide a global perspective. As business becomes more diverse and more focused on international issues, you may need to adjust your perspective to include the international arena. CompuServe brings in news from a variety of international sources; you can take this unique opportunity to expand your horizons from your desktop.

Business Forums

Participating in on-line discussions in forums is an opportunity to have your questions answered (and your answers questioned)! The forums also provide an opportunity to exercise your professional knowledge. If you are a "knowledge worker," then the way that you hone your craft generally involves some sort of creative, expressive activity such as writing. Professional forums serve an important role as a meeting place to make professional contacts and to exercise ideas. Forum libraries contain important files that provide expert commentary on professional issues, and working or demonstration versions of software.

Some other general-interest forums have value for business people, such as the investors forum, a valuable source for insights about public companies and their behavior. The PR & Marketing forum is likewise a valuable place to glean insights about public relations, marketing, and corporate communications.

Research

CompuServe is home to a variety of databases that hold special interest for business. There are some very exciting sources of government statistics, for example, in the CENDATA section. Several other services provide further statistical analysis of census and demographic information for both individuals and business. These services are an excellent source of information for the market researcher.

CompuServe has a number of different libraries that contain the full text of various general interest and industry-specific magazines and newsletters. These databases are excellent sources for research involving strategic planning, marketing, or product development.

Through the massive Iquest database systems, CompuServe gives you access to a large body of business information. Dun & Bradstreet Company reports, for example, make available information about millions of companies, worldwide. To judge the credit-worthiness of a potential customer, see TRW credit reporting services. You can go to the Thomas Register if you need to search for suppliers. These valuable database resources can contribute to the quality of your day-to-day activities by providing you with access to information that was once somewhat restricted.

Financial and Investment Resources

CompuServe is a complete, integrated source for financial information and analysis. It gives you the power to immediately obtain market quotes and ticker information, investment portfolio tracking, and trend information across the board for stock, bond, option, and commodity markets. Additionally, it provides you with the tools to analyze investments because it provides you with detailed, professional-quality investment information and analysis from some of the market's most important providers. Other resources include specialized news feeds and news analysis tools that correspond to the financial markets.

CompuServe not only provides a wealth of financial data and analytical background, but it also connects you directly to on-line discount brokers. Further, you can access CompuServe's financial data using specialized interfaces to enable you to pull the live financial data off the system and into your own analytical software tools. CompuServe serves as a one-stop financial source for managing financial issues.

E-Mail and the Businessperson

Keeping in touch with business connections is one of CompuServe's most important and widely used features. Your CompuServe mailbox can become one of your most important business resources. CompuServe's global reach keeps you connected with your world, no matter where in the world you might be. This puts you in touch with business, no matter your location.

To some people, CompuServe e-mail is a major part of their business. Independent software developers, for example, receive most of their orders in their CompuServe mailbox. To them, You have mail waiting means money in the bank. Your business might not be so close to CompuServe, but it is interesting to see businesses whose existence is built around their on-line presence on CompuServe.

Tip

Put your CompuServe address on your business card. An e-mail address is becoming as important as a telephone number for many business people.

For your on-line presence, it is a good idea to memorize your CompuServe User ID number. You can never tell when you might be talking to someone who wants to e-mail you further specifications for a proposal that you are submitting. Think of your e-mail address as another telephone—you would never do business without easily giving people a way to reach you.

We have covered using e-mail thoroughly in Part III, "Using E-Mail." Sending, receiving, and filing mail messages are the basic functions you need to master to use e-mail. When you use CompuServe e-mail as part of your business, there are several uses to concentrate on. When you add them together, they total to a new way of managing and distributing business information. Your biggest concerns in becoming an on-line businessperson are:

- Managing your e-mail contacts
- Mastering the art of distributing news and information
- CompuServe mail and connecting to other networks
- Integrating CompuServe with other applications

The Importance of Address Books

Using WinCIM, one of the most important capabilities for managing your on-line business contacts is the ability to group contacts using the built-in address book. You can call open your address through the Mail menu Address Book option. The shortcut is Ctrl+A from almost any window. Choose Add Group (Alt+G) to open the Add Group to Address Book. To start a new group,

enter a name for it, and press **Add** (Alt+A). When you do this, you get a **Select Entry** from **Address Book** window. You can now enter names into this list by double-clicking on them, or by highlighting and pressing **Enter**. This lets you create subsections for managing your correspondence in ways that suit you: by department, by project, by company. You add the names to the groups from your main mailbox folder. Names can go into as many folders as you like. You can create subgroups by adding one group into another.

The benefits of grouping address information are obvious. First, when you create a message, you can simply enter the group name as the address, and the message is sent to everyone in that group (you can, of course, edit the list before you actually send it). Message groups let you divide your communications so that they are structured in ways that reflect how you conduct your business activities.

Using Mail To Distribute Information

As you become more familiar with the places on CompuServe in which you are most interested, you will find that one of the exciting uses for the service is in distributing information that you find there. As you come across a piece of news or an interesting quote in a forum, for example, you may also want to share this information with a client or colleague who would also be interested. Distributing information, and even distributing commentary along with the information, is an increasingly prominent activity for professionals.

WinCIM lets you easily distribute information found under a service or within a forum using the **Copy To:** option from the **Edit** menu. This function lets you copy the contents of a window to either a mail message or to a forum message. When you choose **Copy To:**, it asks you to choose a mail message or a forum message. By choosing **Mail Message**, you then activate the **Recipient List** window from the e-mail options. You are in the **Forward Message** mode at this point. You can now enter the names of the people you want to receive this message. You can also type your own message and commentary into the window before sending the message.

You will be unable to **Copy To:** data from some interactive database services. If you are copying a forum message to someone else, you will have to leave the forum to send the mail. Your option is to put the file in your **Out Basket**, by pressing **Out Basket** (Alt+O) from the **Forward:** window. At this point, you can also choose **File** (Alt+F) to put the message in your **File Cabinet**.

The Importance Of Gateways

The growth of interest and activity on the information superhighway highlights the fact that all this interest is stimulated by the fact that it is growing increasingly easy to get on the highway. CompuServe mail allows you to send mail through the global Internet, reaching any of the estimated 25 million people that can now get Internet mail directly. Likewise, when you are on CompuServe, you are on the Internet. To anyone else sending mail on the Internet, you are accessible as: UserID@compuserve.com. This address is an increasingly important business asset.

CompuServe maintains an Internet mail gateway that both brings mail in to members from the Internet, and sends mail out to the Internet. If you have an Internet address to someone, you would enter the address in CompuServe as Internet: *name_name@anything.com*, where *name_name* is the front part of the person's name, and *anything.com* represents their local Internet server name. It is important to remember to always type the word Internet:, with the colon (:) directly after it when you are addressing someone.

As businesses begin to explore the commercial applications of the Internet, having mail access to it lets you receive mail from various professional and academic on-line discussion groups, and mail retrieved from automated databases search engines that cover the Internet. CompuServe does not provide any direct access to Internet services, but you can leave your CompuServe address (UserID@compuserve.com) with the Internet Listservers (listservs) which distribute these discussions to people who add themselves to the distribution lists. You can also use CompuServe to send commentary back to discussion groups. You can also instruct some of the search engines on the Internet to return their findings to your CompuServe mailbox. The Internet forum (GO INETFORUM) is an excellent source for getting specific hints and strategies for using the Internet in its growth phase as a commercial entity. Chapter 12 provides more detail on Internet mail.

In addition to the Internet, CompuServe maintains e-mail gateways with various on-line networks: MCI Mail, AT&T EasyLink, AT&T Mail, Advantis, NIFTY-Serve, Infonet, SprintMail, and Deutsche Bundespost. You can also use CompuServe to send to Telex. You can also send e-mail to a fax machine. Chapter 10 provides more detail about using the e-mail options.

CompuServe also provides connectivity services to other mail systems that are based on remote computer systems from mainframes to local area

networks. For example, the CompuServe mail system provides a gateway for sending mail to X.400 mail servers. X.400 is the mail gateway used by many large companies as their way to accessing outside mail systems. CompuServe Mail Help provides an overview of how to enter an X.400 address.

Other mail connectivity services are accessible through the Connectivity Services option from the Communications main menu. Under that menu, choose the CompuServe Mail Hub (GO MAILHUB) option. There are two options now available: CC:Mail and MHS access. CC:Mail is the popular LAN-based e-mail system from Lotus Development. The CompuServe gateway for CC:Mail lets users connect through CompuServe to their local e-mail. It also allows CC:Mail users who connect to the hub to send e-mail directly to CompuServe members; it also lets CompuServe members address mail directly to CC:Mail users using the hub. Complete directions for attaching to the CC:Mail hub are available on-line.

Novell's Message Handling System (MHS) is an e-mail distribution program that allows users with MHS loaded on their local system to connect to other MHS systems to exchange mail. The CompuServe hub lets anyone with the MHS software on their system direct mail through the hub to anyone else using MHS.

Integrating CompuServe E-Mail with Other Applications

As a businessperson using a computer, you no doubt use a whole suite of software tools to get your job done. CompuServe e-mail becomes another part of that suite: it becomes your connection with the outside world.

The tools that you use to prepare e-mail messages are a matter of personal taste. Some people use the built-in editing capabilities in WinCIM and other windowed applications as an easy way to put together quick notes and replies. When you send a message through CompuServe, the other person receives the message as ASCII. ASCII is the universal code for exchanging text, so it is rare that a message that you put together using a CompuServe interface cannot be read somewhere else. If anyone ever asks you the type of mail you will be sending to them, tell them that it is ASCII.

Mailing files is the second aspect of sending e-mail. You can easily send any file (up to 2MB in size) to any other CompuServe member. Use the Send File option from the Mail menu to do this. You can send any type of file, but you have to be aware of its type. For example, in the Send File window, you can

choose four file types: Binary, Text, GIF, or JPEG. If you are sending a graphic in one of the default compression formats (GIF or JPEG), mark that. If you know you are sending a text file unformatted in ASCII, then choose text. But if you are sending a word processor file, you probably want to mark the file as Binary. Most word processors use special codes that will not be translated properly if you tell the program the file is a text file. The same holds true for spreadsheets, databases, any compressed file (ZIP, ARC, and so on) and all programs. Almost anything that was not created by a plain text editor should be sent as a Binary file to avoid problems.

As you find new uses for CompuServe, you will discover other concerns with creating and distributing files. For example, you will need an array of compression tools to work with files that come across to you compressed. These tools also allow you to compress files. This saves money in distributing files by shrinking them. Also, as you become more familiar with CompuServe, you may come across other add-ins that ease the process of maintaining mailboxes. In other cases, you may want to copy your address book into another list manager. There are utilities available to do these sorts of things. CompuServe promotes third-party development to add to the quality of the user environment. It is a good idea to keep your eye out for shareware and other utilities that help manage CompuServe e-mail messages and export address book lists to other data managers.

News Services

News gathering on CompuServe is a new kind of activity for most people. Finding reliable sources can be a challenge, mainly due to the large volume of information available. You need to find a comfortable way to deal with all this information. One way is to approach the CompuServe news services in the same way you approach the morning paper.

The first step in reading the morning paper is to scan the headlines. On CompuServe you do this by scanning the AP Newswire for the latest hourly news. The AP On-line section is the closest thing to a printed newspaper on-line. After scanning the headlines, you can then choose any one of the traditional subcategories (Business News, Dow Jones, Sports, Politics, Columns, and so on).

AP On-line could be your first daily choice. Once you move through the daily items of interest, you can move on to broader interests, which you might

cover weekly. CompuServe provides the *US News and World Report* news each week. Here you can get much deeper coverage of important, current issues. You can read a story and then return to it later, much as you can with a news magazine. This organized source provides a framework for judging the relative importance and merit of the stories that pass through the wire.

After working with AP On-line for all the latest news, and with US News and World Report's in-depth coverage as a guide, you can read real daily newspapers, presented on-line as forum library sections. You can stir debate and solicit opinion on the attached discussion session. The local press offerings (The Detroit Free Press, Florida On-Line, New York Newslink) offer local color and perspective on regional and local stories, as well as a local spin on national and international events. This news can be useful background information if you have any business dealings concentrated in these areas.

We will be looking specifically at:

- Executive News Service
- Citibank Global Report
- NewsGrid
- News-a-tron
- CompuServe On-Line Daily
- ZiffNet Computing News
- Business Wire

Executive News Service

To help you manage the huge amount of news that passes through the combined CompuServe news systems—some 5,000 stories per day—CompuServe offers a “clipping” service called the Executive News Service (GO ENS, Ctrl+E directly from WinCIM). Here you can put together specialized folders for gathering topical information by letting the system scan the various news wires for stories that contain one or more of the search criteria that you used to define the folder. If you plan to make CompuServe's news services part of your regular information flow, the ENS can provide an important filter. It provides you with the kind of “personalized newspaper” that is the focus of attention in many of the stories about the emerging information superhighway. It also familiarizes you with similar services available from other on-line vendors that can cost hundreds of dollars per month.

Complete directions for working with the ENS are in Chapter 14, “Using the Classifieds.” Use the ENS to establish folders that represent your interests. A folder can consist of the names of companies in which you have an interest—customers or suppliers—or it can be a group of words that defines your business interests. The ENS covers AP, UPI, Reuters, *The Washington Post* news wire, and OTC News Alert (which covers market issues and filings). As stories move along the wires, ENS checks to see whether the story contains any terms in the folder. Any story that matches is placed into your folder, and you can then read the accumulated stories (a personalized newspaper) when you enter ENS.

Citibank Global Report

The Citibank Global Report connects you to a large and comprehensive financial and business news service. Available at premium rates—\$60 per hour during prime time (8:00 a.m. to 7:00 p.m. local time), and \$30 per hour at off-times—this service gives you the same kind of news service as that available at the average stock or commodity broker’s desk. The service provides current news and information about all the world’s major financial and commodity markets.

Citibank Global Report derives information from:

- AFP-Extel—a joint venture wire service from two of Europe’s principal suppliers of financial and business information—Extel Financial and Agence France-Presse (AFP). AFP-Extel specializes in real-time financial and economic news from, and relevant to, European markets. Its coverage includes equities, foreign exchange, major banks, government statistics, bonds, commodities, political news, companies, industrial sectors and general news with market significance.
- Business International—an international business, publishing, research and consulting firm that provides information on currency, economics, exchange controls and taxes for 21 key country operating environments.
- Citibank’s own analysis services—Citibank supplies current rates on major currencies throughout the business day in New York and Tokyo, as well as daily market commentary.

- **Comtex**—a consolidated wire service which provides continuous coverage of U.S./international business and general news from many sources, including: UPI, Agencia EFE, Agence France-Presse, BusinessWire, Comtex Washington Bureau, Deutsche Press-Agentur, Invest/Net Group, Journal Graphics, KYODO News Agency, Market Consensus Surveys, OPEC News Agency, PR Newswire, States News Service, TASS News Agency and the Xinhua News Agency.
- **Direct Bank Feeds**—foreign exchange rates are supplied by major banks in key cities around the world.
- **Extel Financial's Examiner service**—specializes in providing real-time news on the U.K., covering mergers and acquisitions, foreign exchange, money and stock markets.
- **Financial Times Business Information**—an affiliate of the Financial Times (London) newspaper. FTBI provides International Finance Alert, with daily updates and weekly analysis of foreign exchange and money markets, currency hedging advice and foreign exchange recommendations, plus international stock market comments.
- **FOREXIA**—a U.K.-based foreign exchange forecasting service that supplies seven- to thirty-day technical foreign exchange forecasts for major currencies.
- **Il Sole 24 Ore**—provides Italian market, company, economic and general business news, stock quotes, and market and financial indicators.
- **Knight-Ridder**—supplies its MoneyCenter service that presents global coverage of commodity, foreign exchange, money and stock markets, with rates, news and commentary.
- **MMS International**—provides fundamental and technical analysis of debt and equity markets and foreign exchange.
- **Quotron**—provides market data on stocks, bonds, commodities and options, and market statistics.
- **Standard & Poor's**—contributes both news and reference information on U.S. companies. It provides profiles of more than 10,000 firms, including information on management, lines of business, operating results and securities ratings.

All this information is organized under a single menu structure that lets you delve into issues either by geographical area—region, country, or specific market—or by update status, in terms of quotes and other available information on the wire about a specific company or topic.

Overall, Global Report is a perfect service for someone with diverse interests in business, or for someone who needs access to highly specific market information. The sheer depth of the information base from which Global Report pulls information ensures that any business or financial issue that you might want to know about is thoroughly covered.

As with any service, the Global Report has drawbacks. The scope of the issues that Global Report covers makes it impossible to pull the information into an easily digested forum. Another difficulty is that using it involves dropping through multiple layers of menus. Also, the single line headers for stories can be a bit cryptic. And last, there is no search facility; what you can find is what you get.

NewsGrid

NewsGrid (GO NEWSGRID) captures stories from the world's news wire services and presents them as news and business headlines. Significantly, it presents business news stories from around the world. It also offers in-depth market coverage, as well as a special Economy Market Update that presents the most recent reporting on:

- U.S. Gross National Product
- U.S. Unemployment
- Merchandise Trade Balance
- Farm Prices
- Leading Economic Indicators
- Consumer Price Index
- Personal Income
- Retail Sales
- Wholesale Price Index
- Durable Orders
- Factory Prices

- Inventory/Sales Ratio
- Industrial Production
- Capacity Utilization
- Construction Spending
- Housing Starts
- New Home Sales

NewsGrid is a helpful, easy to access reference source for the most up to date U.S. government economic statistics. You can use these numbers to factor into investments, or to provide background into strategic planning.

News-A-Tron

News-a-tron (GO NAT) provides current market news and analysis and tracking for a variety of stock, money markets, and commodity markets. It provides concise, detailed information, and offers in-depth coverage of the agricultural commodity markets in particular.

CompuServe On-Line Today

If you are interested in the computer hardware and software business, then CompuServe On-line Today (GO ON-LINE) provides a good daily update with analysis on industry happenings. The Monitor service provides a daily set of news analysis and a week-in-review for the computer industry. Monitor is good for people who do not want to become swamped in the often voluminous amount of computer information available. The section also includes book and software reviews. The on-line daily is a service of CompuServe magazine.

ZiffNet Computing News

For someone looking for in-depth computer industry and technology information, ZiffNet's Computing (GO ZNT:PCW) news section offers a perfect set of resources. Ziff offers numerous extracts from its weekly news magazines on-line (PC Week, MacWeek) and the NewsBytes news and analysis service.

The availability of NewsBytes is particularly notable. NewsBytes is a well-known daily news service covering the computer industry from around the world. NewsBytes is segmented into a number of broad topics (Business, General, Telecommunications, Apple, IBM, UNIX, Government, and Trends). Daily NewsBytes offerings, about 20 per day, comprise a substantial industry

digest when taken as a whole. NewsBytes gives you the essence of daily happenings in the computer marketplace, offers topical discussions on events, and explores controversial issues.

PC Week and *MacWeek* are standard-setting weekly journals for the corporate computing community. They provide a deep inside perspective on news and events and blanket coverage of all major industry players and events. These magazines are faithful to their corporate computing constituency—providing insight and analysis from the perspective of how a given technology or development affects those in a corporate environment.

Business Wire

The Business Wire (GO NEWSWIRE), an Extended level news service, presents a steady stream of press releases that announce new products, events of interest, and corporate results reports. When you check the Business Wire you simply see a long list of descriptive headings, usually company names. As you scan the list, you see an occasional item that says “BW Recap...” This Business Wire recap is the hourly recap of the items placed on the Business Wire. It lets you scan the company names and a one-line description of each of the releases. This capability helps in navigating and can be very valuable to you in planning investment.

Business Tech Tools

One of CompuServe’s strengths is the widespread availability of application software, add-ons, macros, and templates from its forum libraries. As a whole, these enhance business productivity and the quality of business output. You can learn about using these tools from the forum messaging and conferencing sections. Here people discuss the best use of technology tools, and share actual success stories of the use of technology.

ZiffNet’s various magazine forums are particularly fertile areas for picking up demonstration versions of new application software packages, and for discussions about these new tools. Magazine forums are repositories for add-ons and enhancements. A good example is a spell checker for WinCIM found in the Executives On-Line (GO EXEC) forum. You can extend the value of your software investments by actively collecting hints and tricks, in addition to collecting all the clever enhancements that are developed both by users and by professional developers who distribute their packages as shareware.

Other available resources include clip-art libraries, fonts (both public-domain and commercial), and trade-show calendars.

The Consumer Electronics forum (GO CEFORUM) is a hotbed for tracking hot technologies, particularly broadcast satellite communications. This forum brings the frontier of the emerging communications technology into focus, and makes it more accessible by providing schedules, suppliers, a perspective on technology evolution, and content analysis.

Another interesting place for appreciating high tech trends is the CyberForum (GO CYBERFORUM). Here you can find commentary and demonstrations about the latest developmental technologies: Virtual reality, nanotechnology, and artificial life. Never heard of some of these things? If you want to be able to understand future technological developments, the CyberForum is the best place to look.

One important emerging category of technology tools is that of the portable document viewer. Examples of these are Adobe's Acrobat, No Hands Software's Common Ground, and Farallon's Replica. These packages translate your formatted documents into formats that allow other people, without the same fonts, or the same printer, or who even have a different system, to display the same document. Once a document is translated, it can be read by a special "viewer" that takes the translated document and lets you look at it. These viewers are available on CompuServe. You can find the Acrobat viewer in the Adobe support forum (GO ADOBE). The Replica viewers are available in the Executives On-Line forum (GO EXC) and in the Demos library section.

Perhaps the best known viewer, Acrobat from Adobe, is now connected with a service offered by CompuServe and the Internal Revenue Service to provide tax forms on-line. These forms are stored in Acrobat format, and can be reproduced to look like the original once you download the viewer software. As these document portability tools gain in popularity, it will become important for you to have the viewers available to display the files, in the same way as it is important to have compression utilities for dealing with files today.

The Best Forums for Business

Of the 600 CompuServe forums, a number of which stand out as being particularly applicable to business people. The forums are, first and foremost, a meeting place, a common ground for the free exchange of ideas, and for the

exchange of software, reports, catalogs, and other interesting information. Although the forums in general are not usually dedicated to interest areas that parallel business interests, there is enough diversity to at least partly cover most people's interests.

Here we look at some of the forums that may be interesting to business people:

- International Trade Forum
- PR and Marketing Forum
- Legal Services Forum
- AMIA Forum
- Computer Consultant's Forum
- Working at Home Forum
- Investors Forum

International Trade Forum

One of the most exciting places for business is the International Trade forum (GO TRADE). In a business climate where "going global" is no longer a fad, but a matter of survival, here is a meeting place for members around the world to discuss concerns and opportunities. Additionally, it contains a library of U.S. Department of Commerce Foreign Commercial Service trade leads. This forum's library is a treasure trove of information about trade practices in specific countries, regional trade opportunities in Europe, Asia, Africa, and South America. Additionally, members offer goods available for export on a "trading floor."

This forum provides a unique opportunity to access an on-line body of information about global trade, in addition to an opportunity to network with other traders around the globe.

PR and Marketing Forum

In the PR and Marketing forum (GO PRSIG), you can meet experts from the areas of public relations, corporate communications, and marketing. It also is a connection point for the International Association of Business Communicators and the Public Relations Society of America. This forum is a good reference point for getting information to plan marketing strategy, develop

effective public relations strategy, manage press relations, and develop and maintain a presence in the public policy arena (lobby). The forum contains a variety of specialized newsletters, industry calendars, and a job search section.

Legal Services Center

The Legal Service (GO LEGAL) section gives you access to an important group of services and references about various legal concerns. In the Legal Service center, you can access a large number of legal, trademark, and patent databases through the Iquest system. Law references include: American Banker Full Text, Congressional Information Service, Criminal Justice Periodical Index, and Legal Resource Index. If you have a question that requires legal reference or research, you can address it to one of these databases and obtain information on your own, saving yourself the high legal fees an attorney would charge you—for searching the same database.

Patent references are Claims/U.S. Patent Abstracts and World Patents Index. Additionally, the legal services center includes Trademarkscan—U.S. Federal and Trademarkscan—U.S. State. If you have a question about a trademark or copyright, or about precedents for a new product, these databases are authoritative sources. The section also gives you access to the British Trade Mark database, which contains comprehensive information about trademarks registered in the U.K.

The Legal Service center also hosts two forums: Legal forum (GO LAWSIG) and the Court Reporters Forum (GO CRFORUM). The Legal forum is a loosely organized place for dealing with a wide variety of issues of law and issues in the legal community. Court reporters meet to discuss issues in the Court Reporters forum. It is a connection point for the National Court Recorder Association (NCRA), for the Journal of Court Reporting, and for members of the Association of Legal Administrators.

AMIA Medical Forum

The American Medical Informatics Association (GO MEDSIG) sponsors this forum—a meeting place for those in the medical profession interested in furthering issues at the crossroads of medicine and information science and processing. The forum provides an outlet for obtaining, developing and exchanging information via telematics for health professionals and persons in other related technical fields of study. If you are in the medical profession, and are interested in issues concerning medical practice management, health care policy, and issues dealing with medical informatics, then this forum is a good place to make contacts and obtain resources.

Computer Consultant's Forum

Computer consulting is certainly a popular pursuit among CompuServe members. The forum (GO CONSULT) is a connection point for the Independent Computer Consultants Association (ICCA), a nationwide group representing the interests of consultants. The Computer Consultant's forum is a good place to gain insights about how the professionals plan and carry out the strategies that make computer technology work for their business clients. It is also a source of regional and local ICCA chapter newsletters, and the forum has a strong regional and local component. Additionally, the forum provides a library full of software hints and tips, event calendars, and reviews and critiques of books and software.

Working at Home Forum

There are few hotter trends in business today than working at home. Corporate reshuffling has placed many people in a position of seeking work on their own. A variety of other concerns—environmental, social, and technological—have combined to spawn an ever-growing interest in telecommuting—using the wires instead of the tires to get to work. CompuServe naturally has drawn many of these people into its own Working at Home forum (GO WORK). Whether you are a one-person office professional, or someone who avoids a long daily commute when it is unnecessary, the Working at Home forum is part support group and part reference library for those who are settling in the great electronic frontier. One of the most interesting topics to be found here is the Virtual Corporation, where participants discuss experiences in adapting to this startling new way of arranging work patterns.

An interesting contrast with the Working at Home forum is the European Community Telework forum (ECTF). Here you can find some advanced thinking about telework and telecommuting from Europe, where the practice has been an even hotter topic than in the U.S. Here you can find newsletters discussing various aspects of telecommuting (communications technology, management practices) as well as a host of library resources to ease the transition into working at home.

Investor Forums

CompuServe's investor forums are a good source for learning about and keeping up with investments using your PC. There are two forums dedicated to investing. The Investor's forum (GO INVFOR) is a broad, topical forum for all

concerned with investing, specifically with investing on-line. The NAIC (National Association of Investors Corporation) forum (GO NAIC) is organized to support both individual investors and those who belong to clubs. NAIC focuses on investing in common stocks for the long term. The investor forums are often sources of intense discussions about the relative merits of a whole spectrum of investments. They are a great place to pick up tips, and to get questions answered about a whole variety of topics.

In addition to the often lively and informed discussions, the investor forums are also a great source for various types of financial software. The files available in the forum libraries range from scripts for the various interface packages to connect to and collect financial data, to various shareware tools for analysis and portfolio management, to various macros and add-ins for spreadsheets and other applications to enhance financial analysis. If you have any interest at all in financial matters, go to both of these forums and get a sense of the rich resources available there.

Competitive and Market Intelligence

One key element that the numerous databases available on CompuServe offer is the ability to obtain statistics from government and private sources for performing market intelligence. By studying the available statistics, you can have a better sense of your customers in a given area—their income profile, age, and even their taste in goods.

Naturally, you can use some of the sources already mentioned for competitive and market intelligence. You can use news sources in particular to glean information about specific companies and help track economic and social trends. Other sources are the research databases that we cover later in the chapter. Here we focus on several areas that especially lend themselves to performing specialized analysis about competitive information, and about market information through access to demographics.

There are several good sources of demographic and economic information organized under the Demographics and Government section. These are as follows:

- Census Bureau Data On-Line
- Business Demographics

- Supersite
- Thomas Register
- TRW Business Profiles
- Business Dateline
- National Technical Information Service
- Commerce Business Daily

Census Bureau Data On-Line

Census Bureau Data On-Line (GO CENDATA) is a database made up of data from the U.S. Census Bureau. It provides detailed reports on the following areas:

- U.S. Statistics at a Glance (Including Economic Time Series Data)
- Census and You (Selected Articles)
- Census Bureau Product Information
- Profiles and Rankings
- Agriculture Data
- Business Data
- Construction and Housing Data
- Foreign Trade Data
- Governments Data
- International Data
- Manufacturing Data
- Population Data
- Genealogical and Age Information
- 1990 Census Information

The massive amounts of data collected by the government are yours for the picking. These figures can be worked into many different types of marketing

plans—demographic information is one of the key tools marketers use today to develop marketing programs, develop packaging, and plot advertising strategy.

Other specific government figures can be invaluable in strategic planning. For example, the “Business Data” section from the Cendata menu gives you access to figures for:

- Manufacturing and Trade Inventories and Sales
- Monthly Wholesale Trade Sales and Inventories
- Combined Annual & Rev. Monthly Retail Trade, Jan. 1983–Dec. 1992
- Combined Annual & Rev. Monthly Wholesale Trade, Jan. 1986–Dec. 1992
- Quarterly Financial Report—Manufacturing
- Quarterly Financial Report—Retail
- Economic Censuses and Surveys
- County Business Patterns
- How Retail Sales Reflect Economic Trends

Used imaginatively, this priceless business information can enable you to project future trends and economic activity from existing figures. And it can be obtained for the cost of an extended service connection.

Business Demographics

Business Demographics (GO BUSDEM) gives you access to two specialized reports on business activity in a given statistical area. These reports show the breakdown of business activities reported in the area. The Business to Business Report includes information on all Standard Industrial Classification (SIC) categories. The reports provide the total number of employees in each category for a designated geographical area. The second report is the Advertisers’ Service Report. It includes data on businesses that comprise the SICs for Retail Trade (categories 52-59).

Business Demographics can give you important information if you want to start a business in an area, or if you want to expand your existing business into an area. Business Demographics reports can supply you with valuable

competitive intelligence information. It can tell you whether an area is being adequately served for a given type of business (e.g., are there a sufficient number of plumbing and heating contractors in the area?). It also gives you a profile of the available workforce.

Supersite

Supersite (GO SUPERSITE) offers an advanced, premium-level statistical and demographics analysis service. Offered through CACI Inc. of Fairfax, VA, the Supersite's reports are detailed demographic breakdowns for all the major demographic and statistical areas: ZIP code, census tract, county, state, Standard Metropolitan Statistical Area (SMSA), metropolitan area, ADI (Arbitron TV Markets), DMA (Nielsen TV Markets), or entire U.S. Supersite reports can even be retrieved for circles swept out by a starting point specified by a longitude and latitude, and given a radius, in tenths of a mile.

Supersite gives you access to the specific break-outs of this information, as opposed to the limited structuring that more "raw" Cendata figures. Supersite reports based on current census data give you cross-referenced breakdowns on income, age, ethnic affiliation, housing, and other statistics. These reports give you very specific information; it is important to think through their use before ordering them—at \$25.00 to \$45.00 each. These reports can help you predict precisely how a business venture in a given area might fare given the area's demographics, and given small but important trends, such as population growth over the past ten years.

Affiliated with the Supersite reports are the Neighborhood Reports and the U.S.-State-Country reports. These specialized reports are based both on census data, and on the Mediamark Research, Inc. (MRI) syndicated survey database. MRI conducts 40,000 interviews annually among a statistically representative sample of American households. Trends and tendencies are then derived by extrapolating from these survey results. The figures in these specialized reports are based on analysis gauging the likelihood of participation in various leisure activities, how likely they are to buy certain types of gifts, and on gauging participation in various civic and social activities. The reports then present an index based on the relative propensity for people in a specific ZIP code area to participate in the activities listed. You can use these reports to predict the relative success of opening a certain type of business (retail outlet, health club) or even the likelihood of success of a certain political issue that relates to your business.

IQuest

The huge IQuest system, with over 800 databases, naturally has many business-oriented places of interest. We will cover IQuest in more depth later in this chapter. For now we can look at a few of the most popular business databases.

Thomas Register On-Line. Thomas Register On-Line contains information on almost 150,000 U.S. and Canadian manufacturers and service providers. Each record includes the company name, address, telephone number, and products or services provided. Also available for some companies are trade names with descriptions, asset rating, number of employees, exporter status, names of parent or subsidiary companies, and executive names and titles.

The Thomas Register On-Line, available through IQuest, gives you a fast way to get directory information about a competitor or a potential customer. It lets you sort out information on firms by locale and business type. You can put together marketing or direct sales campaigns using this information.

TRW Business Profiles. TRW Credit Profiles gives you access to the central credit reporting system run by TRW. This service lets you perform credit checks on potential customers on-line. It can save you from the expensive monthly credit reporting subscription services that once were the only options for getting this kind of credit information. Using TRW Reports you can access the information only when you need it, and pay for only what you need.

Reports include company credit histories, financial information and ratios, key business facts (size, ownership, products), UCC filings, tax liens, judgments, and bankruptcies, and an executive summary.

TRW Business profiles are accessed through IQuest. A search, which retrieves up to 24 company locations, costs \$9. A full report on one company is \$34. Additional reports after the first, and up to four more, cost \$9 each. Although these may at first seem expensive, the cost is minimal when compared to the hundreds each month that some credit reporting bureaus charge for their subscriptions. If you need to run five or fewer credit checks per month, this service is worth using.

Business Dateline. Business Dateline contains the full text of articles from more than 115 regional business publications in the U.S. and Canada. Coverage includes local economic conditions, retailing, real estate, people and

management, financial institutions, transportation, and electronics. It includes articles from 1985 to the present.

The Business Dateline, available through IQuest, allows you to get a local perspective on business events, and can also give you access to the local, specialized directories that these papers often publish. Business Dateline can be an excellent tool for surveying the business climate, and for gauging business opportunity in a new city or region.

National Technical Information Service. The National Technical Information Service (NTIS) on-line area, accessed through IQuest, contains references to articles from government-sponsored research, development, and engineering reports. The information available in each article includes the title, author, corporate source, sponsor, report number, publication year, contract number, and an abstract of the article.

NTIS information and publications are generally available at low-cost. You can use the CompuServe access to find the information, and then order from the NTIS. The NTIS database covers the whole gamut of business, technical and commercial activity. If you are not familiar with the NTIS and its scope, put together a search that reflects your business interests, and see what, if anything, the NTIS offers.

Commerce Business Daily. The Commerce Business Daily can be extremely useful if you presently do business with the U.S. government, or if you plan to in the future. The Commerce Business Daily lets you attach to a database of open government contracts and requisitions. This database, accessed through IQuest, is an electronic version of the printed Commerce Business Daily.

If you offer goods or services that are of interest to the government, and you do not have experience or contacts in the federal procurement system, then the information you can obtain here is a useful first step in establishing yourself as a government vendor. The information available in a listing includes a summary describing the contract/procurement, contracting agency, the "Section Heading" or category of needed product/service, and date of issue. A given listing may not include all this information. You can retrieve listings by entering subject words, sponsoring agency, ZIP code of sponsoring agency, or announcement type as your search criteria. The database is updated daily, and includes only listings from the most recent 90 days.

Reference Sources

Now we can go beyond specific types of resources for competitive and market intelligence, and begin to look at resources that provide you with access to a more complete body of information. Using these databases, you can search for information for practically any purpose. As a result, it gets more difficult to prescribe a specific database for a specific purpose. Here you need to use more of your instincts about where information might reside, and be more savvy about the use of on-line references in order to save yourself undue time and expense.

In this section we will cover the following:

- Business Database
- Information USA
- The Corporation Company

Business Database

Business Database Plus (GO BUSDB) contains the full text of over 500 business magazines, and of over 5,000 industry newsletters. The magazines are both general-interest business titles, such as *Forbes* and *Fortune*, as well as a large number of trade-specific magazines, and a large number of local and regional business journals. Connecting to and using Business Database is explained in detail in Chapter 2, "Using Forums and Locating Information."

The scope and size of Business Database—over 1,000 different publications and over 1,000,000 articles—make it a perfect general interest reference source, and a good source for very specific information. This is especially true given the large number of industry-specific publications that it contains. Its relative ease-of-use amplifies its usefulness as a business tool.

If you are in a business where you know that there is one or more specialized publication, it is a good idea to check into Business Database to see if it carries those journals. If so, you instantly have a complete back issue library that you can search by specific terms. You might even start throwing magazines away, or stop bothering with cutting out articles of interest when you know that the information is available on-line, and that you can retrieve and keep this information in an organized and indexed file.

Business Database is one of four large periodical databases offered by CompuServe and Ziff Communication. All use the same interface, and all have the same basic charter: to capture the full text (where possible) or abstracts from as many of the publications available in a given area. There are three other databases in this series:

- Computer Database Plus contains the full text from over 220 computer industry and technology-related magazines. It is a good source for finding back information from most of the widely read trade magazines. Computer database is a comprehensive source about using technology, and it can also be valuable for researching high-tech companies you might be in contact with.
- Ziff also offers a Buyers Guide database that lets you sort through specifications and information about computer products, and provides an on-line component that gives current pricing on goods from several hundred direct marketers.
- Magazine Database contains a large body of general interest magazines. This is good place to research social and economic trends, containing interesting journals such as *The Futurist*, the *Whole Earth Review*, *Scientific American*, and *Omni*.
- Health Database contains a large number of medical publications. Publications available range from mainstream titles such as *Men's Health*, *Parents' Magazine*, *Prevention*, and *Runner's World* to more specialized reports and journals such as *AIDS Weekly from the Centers for Disease Control*, *Morbidity and Mortality Weekly Report*, *Patient Care*, and *RN*. Also available are abstracts from various technical and professional journals such as *JAMA*, the Journal of the American Medical Association; *The Lancet*; and *The New England Journal of Medicine*. This is a good quick reference source for any kind of basic medical information you might need.

Information USA

Information USA (GO INFOUSA) is an on-line digest of more than seven inches of books and literature dealing with getting free business information from the government, how to deal with government agencies, and how to leverage the information you get from the government to your favor. Information USA is the handiwork of Matthew Lesko, who tirelessly tells us to use information that we pay for as taxpayers to empower ourselves in day-to-day business activities.

The section's centerpiece is based on Lesko's *Info-Power*—a 1,600 page book featuring 45,000 free and low-cost sources of information. Many of these are useful for small businesses and entrepreneurs. Subjects range from getting information from law-makers to geographical surveys and topographic mapping. Covering issues such as protecting your ideas for \$6 as a precursor to full patent and trademark protection, it provides specific, valuable guidance for navigating the often unclear waters of government bureaucracy. It provides a whole section, for example, on how to obtain government information using the Freedom of Information Act.

Info Power contains information on franchising, including local requirements. It also includes information on:

- Finding and obtaining surplus goods at government auctions
- Real estate opportunities through the Resolution Trust property disposal program
- Source points for federal mailing lists
- Finding lists of companies in your state
- Where the state corporations divisions are located
- Outlines of compliance with state uniform commercial code
- State data centers for marketing and demographics

Information USA features a list of government experts who can answer detailed questions about important informational issues that you might face. Overall, Information USA is a good accompanying service to some of the other Government Information that is available on-line, such as the Cendata, NTIS, and Commerce Department Daily.

The Corporation Company

Finally, we look at one of the vendors in CompuServe's on-line mall whose service is specifically directed at businesses. The Corporation Company (GO CORP) is an on-line vendor that helps you file articles of incorporation on-line. This company uses its mall area to explain the incorporation process—explaining its benefits, and demonstrating the relative ease with which incorporation is accomplished. The Corporation Company is an advocate for incorporating in the state of Delaware, where most major U.S. companies are incorporated. The company can work with you to complete the process of incorporating in Delaware within 48 hours of application. It can also work with you to incorporate in other states; this filing can take two to four weeks.

IT&T Tradelink

International Trade And Tenders (GO ITP) provides two databases called Tenderlink And Tradelink. These databases let you interactively search for open bids and requests from a wide variety of international sources. Based in Australia, the databases provide you with access to government and private bids on services and projects. This database includes data relevant to local traders and producers in each country as well as companies seeking business in the international market place. The IT&T service comprises trade information on over 15,000 products and services from countries throughout the world.

Research and Reference Resources

On-line reference is one of CompuServe's largest and most attractive features. On-line research resources let you find information about almost anything; from stories about past events that are important to your business activities, to accessing large scale research databases on company backgrounds. All this information is available to you in ways that formerly cost hundreds of dollars in information brokerage fees. "Do-it-yourself" research is yet another of the ways that using CompuServe changes the way you do business.

We will look at the following reference services:

- Knowledge Index
- IQuest

Knowledge Index

If you are not accustomed to using large-scale, professional-level databases containing tens, if not hundreds of millions of pieces of information, the Knowledge Index (GO KI) is a good place to learn about what kinds of information are available, and how to search for them. Knowledge Index is a "discount" database service, available for \$0.40 per minute. You are restricted from accessing it from 6:00 p.m. to 5:00 a.m. (local time). It is available all weekend, from 6:00 p.m. Friday to 5:00 a.m. Monday (local time).

Knowledge Index is divided into 27 different sections. These range from Arts and Architecture to Philosophy and Pharmaceuticals. Two sections of note are the business section and the computer section. A brief outline

of the contents of each, noting whether the database contains primarily abstracts (bibliographic), is a listing database, or if it contains full text, follows:

- ABI/INFORM(R). Business practices, corporate strategies, and trends. Bibliographic, full text database.
- Trade And Industry Index. Indexes of popular general business publications and industry trade journals. Bibliographic database.
- Harvard Business Review. Complete text of the Harvard Business Review. Covers full range of strategic management subjects. Full text database.
- Chemical Business Newsbase. International trade and business coverage of the chemical industry. Bibliographic database.
- BusinessWire. Unedited text of news releases from over 10,000 U.S. organizations and corporations; emphasis is on U.S. companies.
- PR Newswire: Complete text of news releases covering entire spectrum of news. Full text database.
- Standard & Poor's News. Financial news on U.S. public companies. Full text, numeric database.
- ICC British Company Directory: Listing of every limited liability company in England, Scotland, and Wales. Current. Directory database.
- Standard & Poor's Corporate Descriptions. Information and news on over 12,000 publicly held U.S. companies. Directory database.
- Standard & Poor's Register. Biographical. Information on approximately 72,000 key business executives. Directory database.

As you can see, Knowledge Index contains quite a body of information. It also includes a large number of databases containing technical information. The most potentially valuable items here are the Standard & Poors databases, where you can find detailed information on other firms.

Another important section of Knowledge Index is the full text of nearly 40 major U.S. daily newspapers, and several news abstracts. This section lets you seek and retrieve information about recent events.

Again, the scope of the information in Knowledge Index makes it impossible to envision one “right way” to use it. If your business deals are in a scientific or technical field, there is very likely to be a database covering that area. A complete listing of all information in Knowledge Index databases is contained in the CompuServe help forum.

IQuest

IQuest (GO IQUEST) is combined access to notable global information database suppliers. Its suppliers are:

- BRS On-Line Products—medical, science, biology, health-related databases
- Data-Star—European based—business, science, technology
- Dialog Information Services, Inc.—business, science, technology
- FT Profile—European business and news
- G.CAM L'EUROPEENNE DE DONNEES—French language business and intellectual property
- The H.W. Wilson Company—indexes only to humanities and general reference materials
- NewsNet, Inc.—various newsletters, primarily business-oriented
- Orbit On-Line Products—intellectual property, patents
- Questel, Inc.—intellectual property, patents
- Waterlow Company Services—European, company information

Tip

Before using IQuest, go to the CompuServe Help forum (GO HELPFORUM), in the reference help library, and retrieve the files IQDESC.TXT and IQSUBS.TXT which contain descriptions of available databases, and a subject index for the sections.

There are a total of 800 databases accessible through the IQuest system. If you cannot find what you are looking for, one source is the Cuadra Directory of on-line services, available through IQuest.

Getting Help with IQuest. In terms of finding databases, if you lack any direction or knowledge about where to go, IQuest offers an excellent support resource called SOS. By typing **SOS** from almost any IQuest prompt, you will be connected to a live support operator, who is a trained librarian with experience in both on-line and text sources. Using SOS is your best bet for finding information using IQuest (or other sources, if applicable) if you have exhausted all your options.

Clustered Subject Areas. To simplify access, the IQuest service clustered subject areas such as:

- TRW Business—GO TRWREPORT
- Medical InfoCenter—GO IQMEDICINE
- Management InfoCenter—GO IQMANAGEMENT
- Education InfoCenter—GO IQEDUCATION
- Engineering InfoCenter—GO IQENGINEER
- Technology InfoCenter—GO IQTECHNOLOGY

This set of GO words divides the system into more manageable, memorable chunks, and makes the body of information more accessible.

Esoteric Databases. Beyond these more popular areas, a number of other clusters of databases cover more esoteric topics. Using GO words allows you to localize and target your searches. The InfoCenters contain a special menu listing several databases that apply to the given topic, but also provide access to the full IQuest service. The services listed below contain only the databases indicated.

AUSTRALIA/NZ LIBRARY

Asia-Pacific
D&B - Australian Dun's MI
D&B - New Zealand Dun's MI
Extel Cards: Full Report - ANZ
Extel Cards: Key Financials - ANZ
Extel News Cards
Textline Global News

GO ANZCOLIB

EUROPEAN COMPANY LIBRARY

ABC Europe
Celex
D&B - European Dun's MI

GO EUROLIB

FT Mergers & Acquisitions International.
Fin. Times. Analysis Reports - Europe
Hoppenstedt Austria
Hoppenstedt Benelux
KOMPASS Europe

Spearhead
 Spicers Centre for Europe
 Telefirm Directory of French Companies

GERMAN COMPANY LIBRARY	GO GERLIB
BDI German Industry	
Creditreform	
D&B - German MI	
Hoppenstedt Germany	
KOMPASS Germany	

LEGAL RESEARCH CENTER	GO LAS
American Banker Full text	
Congressional Info. Service	
Criminal Justice Periodicals	
Legal Resources Index	
NCJRS	
Tax Notes Today	

MARKETING/MANAGEMENT RESEARCH CENTER	GO MRK
ABI/Inform	
FINDEX	
FINIS	
InfoMat	
McGraw Hill Publications	
PTS MARS	
PTS New Product Announcements	
PTS Prompt	

PATENT RESEARCH CENTER	GO PAT
Claims / U.S. Patent Abstract.	
Derwent's World Patents Index (back)	
Derwent's World Patents Index (current)	

U.K. COMPANY LIBRARY	GO UKLIB
D&B - United Kingdom Dun's MI	
Extel Cards: Full Report - U.K.	
Extel Cards: Key Financials - U.K.	
Financial Times Analysis Reports	
ICC British Co. Directory	

ICC British Co. Fin. Datasheet
Infocheck
Jordan's Registered Companies
KOMPASS U.K.
U.K. COMPANY LIBRARY

U.K. MARKETING LIBRARY

GO UKM

ICC Key Note Market Research
MSI Market Research Reports
Marketing Surveys Index
Mintel Research Reports
Mintel Special Reports

U.K. NEWSPAPER LIBRARY

GO UKPAPERS

Daily and Sunday Telegraph
European, The
Financial Times
Guardian
Independent & Independent. on Sunday
The Times and Sunday Times
Today
U.K. News

News Source USA. Another large source for reference information is News Source USA. This database contains the full text of 50 U.S. daily newspapers, in addition to a number of popular magazines. You can search the list below by single paper, or by regional grouping, such as East, or West.

News Source USA contents:

MAGAZINES

People Weekly
Sports Illustrated
Time

BUSINESS PUBLICATIONS

Business Week
Forbes
Fortune
US News & World Report
Money

NEWSPAPERS

Akron (OH) Beacon Journal	1/89-present
Albany (NY) Times-Union	3/86-present
Allentown (PA) Morning Call	1/90-present
Anchorage (AK) Daily News	1/89-present
Arizona Republic/Phoenix Gazette	3/86-present
Atlanta (GA) Constitution/Atlanta Journal	1/89-present
Baltimore (MD) Sun	9/90-present
Boston (MA) Globe	1/80-present
Buffalo (NY) News	1/90-present
Charlotte (NC) Observer	1/88-present
Chicago (IL) Tribune	1/85-present
Christian Science Monitor	1/89-present
Cincinnati (OH) Post/Kentucky Post	3/90-present
Cleveland (OH) Plain Dealer	8/91-present
Columbia (SC) State	12/87-present
Columbus (OH) Dispatch	1/88-present
Dayton (OH) Daily News	9/90-present
Denver (CO) Rocky Mountain News	5/89-present
Detroit (MI) Free Press	1/87-present
Ft. Lauderdale (FL) Sun-Sentinel	1/88-present
Fresno (CA) Bee	1/90-present
Houston (TX) Post	1/88-present
Lexington (KY) Herald-Leader	1/90-present
Los Angeles (CA) Daily News	1/89-present
Los Angeles (CA) Times	1/85-present
Memphis (TN) Commercial Appeal	6/90-present
Miami (FL) Herald	1/83-present
Minneapolis (MN) Star Tribune	1/89-present
New Jersey Record	1/89-present

New Orleans (LA) Times-Picayune	1/89-present
Newsday (NY)	1/87-present
Norfolk (VA) Ledger-Star & Virginian-Pilot	1/90-present
Orlando (FL) Sentinel	1/88-present
Palm Beach (FL) Post	1/89-present
Philadelphia (PA) Daily News	1/83-present
Philadelphia (PA) Inquirer	1/81-present
Pittsburgh (PA) Press/Pittsburgh Post-Gazette	1/90-present
Portland (OR) Oregonian	1/89-present
Daily News Richmond (VA)/Richmond Times-Dispatch	1/89-present
Sacramento (CA) Bee	1/88-present
San Francisco (CA) Chronicle	1/88-present
San Francisco (CA) Examiner	6/90-present
San Jose (CA) Mercury News	6/85-present
Seattle (WA) Post-Intelligencer	1/90-present
Seattle (WA) Times	1/89-present
St. Louis (MO) Post-Dispatch	1/88-present
St. Paul (MN) Pioneer Press	4/88-present
St. Petersburg (FL) Times	10/89-present
USA Today	1/89-present
Washington (DC) Post	4/83-present
Washington (DC) Times	1/89-present
Wichita (KS) Eagle-Beacon	1/90-present
Wisconsin State Journal/Madison Capital Times	1/90-present

Once you successfully complete a search, and find citations for articles, IQuest gives you the option to order photocopy reprints. The system prompts you about this before leaving IQuest, letting you know whether reprints are available. If hard copy is available, and you want to obtain it, you can either

have it mailed to you, or have it sent by Federal Express for overnight delivery. If you are searching obscure areas, ordering a photocopy may be your only chance to obtain a full text version of the article in a timely and convenient fashion.

Caution

In using IQuest, as with all premium services, remember to value your time against the cost of access. While it is true that accessing massive on-line databases extends your reach, the important factor to remember when conducting research is that it is primarily intended to save you time.

IQuest Services Overview. Table 13.1 shows a complete overview of IQuest services that relate to business, including GO words, surcharges for searches, and the host database:

Note

For a citation with an F designation, the initial search provides complete records rather than headings.

Source Database Key:

(B)	BRS On-Line Products
(K)	Data-Star
(D)	Dialog Information Services, Inc.
(H)	FT Profile
(G)	G.CAM L'EUROPEENNE DE DONNEES
(W)	The H.W. Wilson Company
(N)	NewsNet, Inc.
(S)	Orbit On-Line Products
(P)	Waterlow Company Services
(Q)	Questel, Inc.

Table 13.1 IQuest Business Database Overview

Database Name	GO Command	Source Database	Search (\$)	Abstract (Availa./Cost)	Full Text/Cost (\$)	Citations (\$)
ABC Europe	EUROLIB	K	15	N	15	5
ABI/Inform	MRK	D	5	5	N	10
CCML AIDS Articles	ACC	BT	5	N	5	10
American Banker Full text	LAS	DT	5	N	5	10
Asia-Pacific	ANZCOLIB	D	5	5	N	10
BDI German Industry	GERLIB	KT	3	N	10	5
Book Review Digest	BRD	W	5	N	N	2
Books In Print	BIP	B	2	2	N	10
British Trade Marks	UKT	P	4	6	N	10
Business Dateline	BDL	DT	7.5	N	7.5	5
Celex	EUROLIB	K	5	N	7.5	10
Claims / U.S. Patent Abstract	PAT	D	4	7.5	N	10
Commerce Business Daily	CBD	D	2	2	N	10
Compendex Plus	COMPENDEX	D	5	5	N	10
Congressional Info. Service	LAS	D	5	5	N	10
Corporate Affiliations	COA	DT	7.5	N	7.5	10
Creditreform	GERLIB	KT	2	N	30	5
Criminal Justice Periodicals	LAS	D	5	5	N	10
DUN & BRADSTREET - Dun's Market Identifiers	DUNS	DT	7.5	N	7.5	5

(continues)

Table 13.1 Continued

Database Name	GO Command	Source Database	Search (\$)	Abstract (Availa./Cost)	Full Text/Cost (\$)	Citations (\$)
DUN & BRADSTREET - Australian Dun's MI	ANZCOLIB	DT	7.5	N	7.5	5
DUN & BRADSTREET - Canadian Dun's MI	DUNS	DT	7.5	N	7.5	5
DUN & BRADSTREET - Electronic Bus. Dir.	DUNSEBD	D	7.5	N	N	5F
DUN & BRADSTREET - European Dun's MI	EUROLIB	DT	7.5	N	7.5	5
DUN & BRADSTREET - German MI	GERLIB	DT	7.5	N	7.5	N
DUN & BRADSTREET - Int'l Dun's MI	DUNS	DT	7.5	N	7.5	5
DUN & BRADSTREET - New Zealand Dun's MI	ANZCOLIB	DT	7.5	N	7.5	5
DUN & BRADSTREET - United Kingdom Dun's MI	UKLIB	DT	7.5	N	7.5	5
Daily and Sunday Telegraph	UKPAPERS	H	5	N	7.5	5
Derwent's World Patents Index	PAT	D	4	7.5	N	10
Dissertation Abstracts	DSA	B	5	5	N	10
ERIC	ERC	B	2	2	N	10
European, The	UKPAPERS	H	5	N	7.5	5
Extel Cards: Key Financials - U.K.	UKLIB	D	5	N	30	10
Extel Cards: Key Financials	ANZCOLIB	D	5	N	30	10
Extel Cards: Full Report - U.K.	UKLIB	D	5	N	75	10

Database Name	GO Command	Source Database	Search (\$)	Abstract (Availa./Cost)	Full Text/Cost (\$)	Citations (\$)
Extel Cards: Full Report	ANZCOLIB	D	5	N	75	10
Extel News Cards	ANZCOLIB	D	5	N	7.5	10
Financial Times	UKPAPERS	H	5	N	7.5	5
Financial Times Analysis Reports	UKLIB	H	5	N	30	5
FT Analysis Reports - Europe	EUROLIB	H	5	N	30	5
FINDEX	MRK	D	5	5	N	10
FINIS	MRK	D	5	5	N	10
FT Mergers & Acquisitions Int'l.	EUROLIB	K	2	N	20	5
Guardian	UKPAPERS	H	5	N	7.5	5
Hoppenstedt Austria	EUROLIB	KT	7.5	N	10	5
Hoppenstedt Benelux	EUROLIB	KT	15	N	N	5F
Hoppenstedt Germany	GERLIB	KT	7.5	N	10	5
ICC British Co. Directory	UKLIB	DT	5	N	5	5
ICC British Co. Fin. Datasheet	UKLIB	DT	15	N	30	5
ICC Key Note Market Research	UKM	DT	4	N	11	10
Independent & Ind. on Sunday	UKPAPERS	H	5	N	7.5	5
Infocheck	UKLIB	KT	3	N	75	5
InfoMat	MRK	D	5	5	N	10
Investext - Company	INV	D	7.5	0	15	10

(continues)

Table 13.1 Continued

Database Name	GO Command	Source Database	Search (\$)	Abstract (Availa./Cost)	Full Text/Cost (\$)	Citations (\$)
Investext - Industry	INV	D	7.5	0	15	10
Investext - Keyword	INV	D	7.5	N	15	10
Investext - Report #	INV	D	7.5	N	15	10
Jordan's Registered Companies	UKLIB	P	5	5	N	5
KOMPASS Europe	EUROLIB	DT	5	N	5	5
KOMPASS Germany	GERLIB	DT	5	N	5	5
KOMPASS UK	UKLIB	DT	7.5	N	7.5	5
Legal Resources Index	LAS	DT	5	5	N	10
Magill's Survey of Cinema	MAG	DT	2	N	2	10
Marketing Surveys Index	UKM	H	5	N	7.5	10
Marquis Who's Who	MWW	DT	5	N	5	5
McGraw Hill Publications	MRK	DT	5	N	5	10
Mintel Research Reports	UKM	H	4	N	11	10
Mintel Special Reports	UKM	H	4	N	11	10
MSI Market Research Reports	UKM	H	4	N	11	10
NCJRS	LAS	D	5	5	N	10
NTIS	NTI	D	2	2	N	10
PDQ Cancer - Physician Info.	PDQ	B	5	N	N	10F
PDQ Cancer - Patient Info.	PDQ	B	5	N	N	10F
PDQ Directory	PDQ	B	7.5	N	N	10F
PDQ Protocol	PDQ	BT	2	N	2	10

Database Name	GO Command	Source Database	Search (\$)	Abstract (Availa./Cost)	Full Text/Cost (\$)	Citations (\$)
PsycINFO	PSX	B	5	5	N	10
PTS MARS	MRK	DT	5	5	N	10
PTS Newsletters - Computers	PNC	D	5	N	5	10
PTS Newsletters - Media	PNB	DT	5	N	5	10
PTS New Product Announcements	MRK	DT	5	N	5	10
PTS Prompt	MRK	D	5	5	N	10
Spearhead	EUROLIB	K	20	N	N	5F
Spicers Centre for Europe	EUROLIB	K	5	N	7.5	5
Tax Notes Today	LAS	D	5	5	N	10
Telefirm Dir. of French Companies	EUROLIB	K	7.5	N	N	5
Textline Global News	ANZCOLIB	DT	5	N	5	10
Thomas Register On-line	THOMAS	DT	5	N	5	10
The Times and Sunday Times	UKPAPERS	H	5	N	7.5	5
Today	UKPAPERS	H	5	N	7.5	5
Trademarkscan - U.S. Federal	TRD	DT	10	N	5	5
Trademarkscan - U.S. State	TRD	DT	10	N	5	5
U.K. News	UKPAPERS	H	5	N	7.5	5

Covering Financial Market Action

CompuServe now allows users to access a large set of market and financial data. You can get instant quotes on stocks from the Quick Quote system. Under the CIM interface, stock quotes are but a button push away, using the Stocks button on the Ribbon bar. You can enter the components of your portfolio on-line, and CompuServe feeds current price data into the database, letting you do instant portfolio valuation on the fly. CompuServe also lets you connect other software, such as spreadsheets and other issue and portfolio trend and analysis tools directly to its market data feeds. In this way you can tightly integrate your CompuServe connection with other tools to build your own financial data advisory platform.

Note

Stock quotes are available immediately by pressing the Stocks button on the WinCIM ribbon bar. You also get stock market quotes from the **Quotes** (Alt+Q) option from Services menu. These options give you the stock quote screen which lets you get current quotes on stock prices, and lets you get an instant check of the market averages such as the Dow Jones 30 or the Standard & Poors 500. This is covered more in-depth in the Basic Quotes section below.

If you are planning to use CompuServe's financial services regularly, it is recommended that you get the Financial Service User Guide from CompuServe. You can order this book from the CompuServe store in the Electronic Mall, for \$20 plus shipping and handling; this includes a \$10 credit when you order. This 360 page guide gives you a complete, detailed reference for all financial services options available.

Basic Quotes

The simplest service available is the BASIC QUOTE service (Go BASICQUOTE). CompuServe is connected to a stock market data feed, which serves as the basis for this information. When you access stock quotes, you tap into that feed and enter your query. When BASIC QUOTE gives you an Issue: prompt, you enter a stock's *ticker symbol* which is the symbol that the issue uses in the trading system. In order to get the quote, you must know the ticker symbol. Following is a BASIC QUOTE screen:

Issue: cpq

Name	Volume	Hi/Ask	Low/Bid	Last	Change	Update
COMPAQ COMPUTER CORP COM	13767	97.625	96.000	97.125	1.250	2/23*

* To access current news on these companies, use Search by Ticker in the Executive News Service (GO ENS) (\$15/hr surcharge) in CompuServe's extended news services.

Most recent news was received at 12:36 PM on CPQ

This is the simplest and most direct access that you can have for getting stock information. The system returns the stock's sale volume (multiply the number displayed times one hundred); Hi/Ask and Low/Bid refer to the price range in which the stock is trading; and Last shows the last bid for the stock, and its closing price for the day if the market is closed.

If you are using a CIM interface, you have the option to view quotes through a quote window. See figure 13.1 as an example. Here you can enter a group of stocks whose price you want to regularly check. By choosing the item on the menu or pushing a toolbar button, you can get a current quote for the stock. WinCIM even offers you the choice of viewing a chart that tracks the stock's price over a time frame you select.

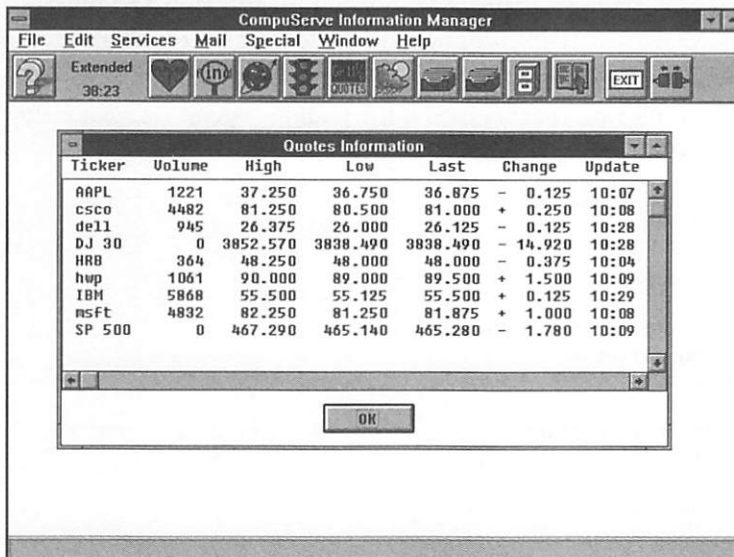


Fig. 13.1
Stock Quote Screen
in WinCIM.

Issue/Symbol Lookup

Getting a stock quote requires you to know its ticker symbol. If you do not know the symbol, you have to look it up. GO LOOKUP lets you do just that, by letting you start with a stock's name, and getting its ticker number. Here's the Issue/Symbol Lookup screen:

Search by:

- 1 Name
- 2 Ticker Symbol
- 3 CUSIP Number
- 4 CNUM
- 5 Primary SIC Code

CUSIP numbers are unique identifying numbers assigned to each market instrument for tracking. CUSIP stands for Committee for Uniform Security Identification Procedures. The CNUM is the first six numbers of the CUSIP; it is the unique identifier for the instrument's issuer. It is basically a company number. The CUSIP identifies each financial instrument uniquely; companies can and often do issue multiple security types (such as stock options). Finally, Primary SIC code identifies an industry group in which a company is active.

Indicator Lookup

Beyond stocks, there are many other financial instruments and indexes of interest. GO INDICATORS brings you to the lookup screen where you find the available ticker symbols for any of the various instruments and market movement indicators that are part of the trading systems tracked. Following is the Indicator Lookup screen:

Microquote Indexes
INDICATORS

INDEX LOOKUP

- 1 Market/Industry Indexes
- 2 Bonds/Yields
- 3 Exchange Rates
- 4 Volumes
- 5 Advances/Declines
- 6 Other/New
- 7 List All Indexes (792)

This screen begins to open the door to the potential that lies within these systems, as you can begin to see how you can combine the various market indicators into the complex portfolio management models that people develop.

It is important to remember that there are a wide variety of reporting mechanisms beyond information on individual stocks and bonds. The underlying financial information system from which most of the CompuServe reporting comes tracks not merely individual issues, but a whole variety of indexes (e.g., the Dow Jones 30, the Standard & Poor's 500) that have been developed to model all the different aspects of the securities market. It is in tracking all of these "derived" instruments that working with symbols and CUSIP numbers becomes important.

Portfolio

CompuServe lets you build and track an on-line database of the stocks and other instruments in your portfolio. GO PORT takes you to a terminal interface version of this service. If you are using a CIM interface, the portfolio option is a menu item under the Service menu. Either way, you enter portfolio information for stocks and other investments, giving a purchase date and price. You can then run a portfolio valuation report that pulls in the current prices from the underlying stock database, and reports the current status. Using CompuServe, you can always have an immediate picture of your financial holdings. This tool can be especially valuable for maintaining your portfolio without subscribing to high-cost management services.

Bonds

GO BONDS lets you locate and price debt issues for companies. It produces a bond report that includes the bond's CUSIP, type, coupon rate and maturity, yield to maturity, and price. The report also includes recent bond ratings from investment evaluation firms. Here is a sample bond listing:

GENERAL MTRS CORP

Ticker	Cusip	Issue Identifier		Yield	Price
GM 16	370442AD	DEB	08.125 16-APR	7.670%	\$104.72
GM 99	370442AG	NOTE	09.750 99-MAY	7.630%	\$108.94
GM 00	370442AH	NOTE	09.625 00-DEC	6.410%	\$117.42
GM 21	370442AJ	SRNT	08.800 21-MAR	7.450%	\$115.61
GM 94	370442AL	NOTE	08.000 94-JUL	4.180%	\$101.33
GM 01	370442AM	NOTE	09.125 01-JUL	6.540%	\$114.91
GM 21	370442AN	DEB	09.400 21-JUL	7.500%	\$121.94
GM 97	370442AP	NT	07.625 97-FEB	5.460%	\$105.86
GM 03	370442AQ	NOTE	07.000 03-JUN	6.740%	\$101.75

Recent Quality Ratings

Standard & Poor's: BBB+

Moody's: BAA1

Commodities Symbols

In order to track and trade commodities, you need to be able to access the information about available contracts and market movements. GO CSYMBOL gives you access to the various commodity markets, from wheat and beans to silver and currency—both cash market and futures. Commodity issues are listed by group or by exchange.

FundWatch

Money Magazine's FundWatch (GO MONEYMAG) provides you with the tools to carry out in-depth analysis on nearly 2,000 listed mutual funds. You can work through the FundWatch system, selecting the criteria that match your personal investment profile, and use the system to list those that best match your criteria. When you have found the corresponding matches, the system can provide you with detailed reports on long-term and short-term fund performance and on the fund's composition.

Using FundWatch, you can quickly get an education in determining the important factors in mutual fund investing. If you are using a windowed interface, you can quickly move from one variable to another and get immediate information about how changing a factor alters the ultimate result. The FundWatch database is very comprehensive. Once you work through it once or twice, you have a decent overview of the current state of the mutual fund market. The following shows the results from a FundWatch search:

VANGUARD INDEX-SMALL CAP

VANGUARD GROUP

Symbol: NAESX

-----Assets & Yields-----		-----Expenses & Risk-----	
Obj:	Aggressive Growth	Maximum Load Fee (%):	.00
Total Assets (Mil\$):	489	Annual Expense Rate (%):	.18
Net Asset Value Per Share:	16.24	Redemption Fee:	NO
Asset Allocation - % Cash:	1.0	12b-1 Fee:	NO
Asset Allocation - % Fixed:	.0	Beta Coefficient:	.942
Asset Allocation - % Equity:	99.0	Alpha Rating (10-1):	9
Latest 12-Mo Divd Yield (%):	1.10	Risk Rating (10-1):	9
SEC482 % Yield - 9/30/93:	N/A	Diversified vs. S&P 500 (%):	52
-----Performance Ratings-----			
Overall Rating (10-1):	3	Rating in AG Group (10-1):	4

-----Relative Performance-----									
		Curr	Curr	-----Annualized-----				Bull	Bear
As of	1/31/94	Month	YTD	1YR	3YRS	5YRS	10YRS	10/90	5/90
								1/94	10/90
Fund % Return		3.63	3.63	18.33	24.61	12.62	7.60	136.8	-28.3
Avg. AG Fund		3.7	3.7	16.9	20.4	16.5	13.4	115.6	-22.2
S&P 500		3.5	3.5	12.8	15.2	13.7	15.3	74.7	-14.5
AG Group Rank		6	6	6	7	3	2	7	3
Overall Rank		9	9	8	10	8	1	10	1
--Portfolio By Sector(%)--				-----Top Stock Holdings-----					
			S&P					Mkt Value	%
Sector		Fund	500	Stock Name				(\$000)	Port

Basic Industries		8	6	LDDS COMMUNICATIONS INC				2,313	.5
Cap Goods & Tech		24	14	MCDONALDS CORP				1,662	.3
Consumer Cyclical		16	15	DENTSPLY INTL INC NEW				1,461	.3
Consumer Stable		14	19	INFINITY BROADCASTING C				1,448	.3
Energy		4	11	USG CORP				1,404	.3
Finance		20	12	UNITED COS FINL CORP				1,379	.3
Transportation		2	2	ADAPTEC INC				1,304	.3
Utilities		7	16	CIRRUS LOGIC INC				1,184	.2
Miscellaneous		7	5	PHYSICIAN CORP AMER				1,175	.2
				JOHN ALDEN FINL CORP				1,123	.2

--Weighted Avg. P/E Ratio--				-----Weighted Average Cap. (Bil\$)-----					
VANGUARD									

Market Snapshot

Market Snapshot (GO SNAPSHOT) gives you an instant picture of the state of various important markets on one screen. Following is an up-to-the-minute market snapshot:

Current Market Snapshot

SNAPSHOT

Index	Ticker	High	Low	Last	Change	As Of		
Dow Jones Industrials	DJ 30	3931.36	3872.83	3891.68	-19.98	4:02p		
S&P 500 Index	SP 500	472.41	469.47	470.69	-0.77	5:00p		
NASDAQ Composite	COMP	793.19	788.39	789.11	-2.04	4:45p		
London Gold Fix	\$LGF			375.75		10:11a		
Country	Ticker	U.S. \$ Equiv.		Curr. per U.S. \$		As Of		
Yen	XRJY	0.009470		105.60		2/23		
Deutsche Marks	XRGM	0.5778		1.7307		2/23		
British Pounds	XRBP	1.4775		0.6768		2/23		
	Index Value		Volume (Millions)			Issues		
Exchange	Latest	Change	As Of	Total	Up	Down	Advance	Decline
NYSE	261.13	-0.13%	5:49p	310	144	128	948	1177

This is a perfect way to get up to date on market movements quickly.

Market Highlights

Market Highlights (GO MARKET) gives you a detailed report on market activity for the most recent completed market trading day. When you enter the Market Highlights, it lets you choose either the New York, American, or Over the Counter exchange. It then presents you with a menu that describes 19 different market movement factors, listing the number of stocks for which the factors apply. You can then choose one of the factors and get a report of which specific stocks met that criterion. Here is the Market Highlights screen:

GAINS			MOST ACTIVE STOCKS			LOSSES		
Updated 2/23	# of Cos		Updated 2/23	# of Cos		Updated 2/23	# of Cos	
1 20 Most Active Stocks	20		11 20 Largest Losses	20		11 20 Largest Losses	20	
2 20 Largest Gains	20		12 20 Largest % Losses	20		12 20 Largest % Losses	20	
3 20 Largest % Gains	20		13 Price Down Past 3 Days	284		13 Price Down Past 3 Days	284	
4 Price Up Past 3 Days	170		14 Price Down Past 4 Days	105		14 Price Down Past 4 Days	105	
5 Price Up Past 4 Days	62		15 Price Down Past 5 Days	30		15 Price Down Past 5 Days	30	
6 Price Up Past 5 Days	23		16 New 6-Month Low	10		16 New 6-Month Low	10	
7 New 6-Month High	1		17 High Below Yesterday	155		17 High Below Yesterday	155	
8 Low Above Yesterday's Hi	143		18 Volume 2X Average & Down	719		18 Volume 2X Average & Down	719	
9 Volume 2X Average & Up	827		19 20 Largest \$ Vol Losses	20		19 20 Largest \$ Vol Losses	20	
10 20 Largest \$ Vol Gains	20							

Market History Data

One of the fundamental aspects to market analysis is the ability to study historical trends and movements. CompuServe offers options for looking at historical securities data.

Single Issue

Single issue historical pricing (GO PRICES) lets you look at the price data of a single stock or security over a time period that you select. You select a start and end date, and you can specify information to be reported in Daily, Weekly, or Monthly. You then run the report and get the complete pricing and sales history for the item. The following shows the Historical Pricing Information over a daily range:

APPLE COMPUTER INC				
Cusip: 03783310		COM	Exchange: K	
			Ticker: AAPL	
Date	Volume	High/Ask	Low/Bid	Close/Avg
1/24/94	6,180,000	35 1/4	33 1/4	35
1/25/94	3,949,000	35	33 1/4	33 7/8
1/26/94	1,480,000	34	33 1/4	33 1/2
1/27/94	1,181,000	34 1/4	33	34 1/8
1/28/94	1,218,000	34 3/4	33 3/4	34
1/31/94	2,128,000	33 3/4	32 3/4	32 3/4
2/01/94	1,399,000	33 1/2	32 1/4	33 1/4
2/02/94	1,308,000	33 1/4	32 1/2	33
2/03/94	1,232,000	33 5/8	32 1/2	33 1/2
2/04/94	3,161,000	35	33 1/4	33 1/2

You can also save the output of these reports to a file by typing the command /Output=filename.prn at the Issue: prompt. The results of the reports that you run will be saved to the file instead of printed to the screen. The file can then be imported into a spreadsheet or other analysis tool.

Multiple Issues/Single Day

One way to track multiple issues for historical information is to use the Multiple Issues/Single Day option (GO QSHEET). This report gives you a report on a list of securities that you enter for information on those securities on a single day. This option lets you build your own report, specifying the securities you want to check, and then letting you pick the data items from the available list (symbol, volume, close/avg., High/Ask, Low/Bid, and CUSIP). It then produces the report, either to screen, or to a file. Here is the Single Day/Multiple Issue report:

Pricing Date: November 30, 1993

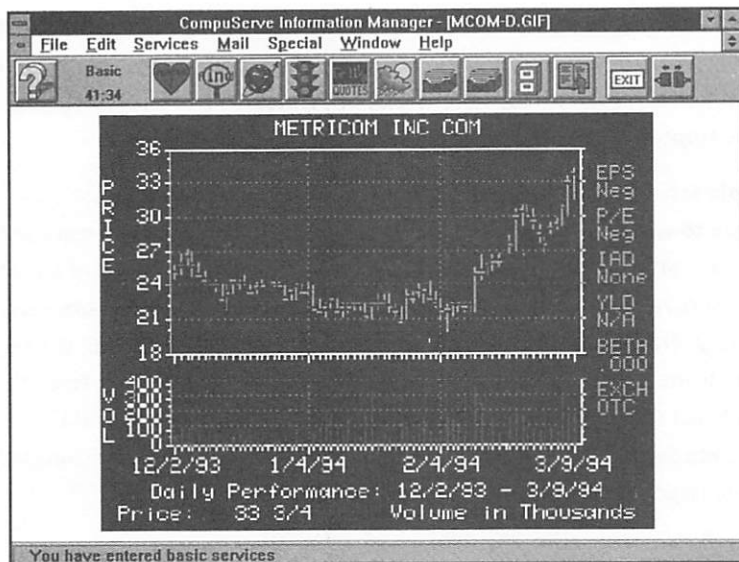
Ticker	Volume	Cls/Avg	Hi/Ask	Low/Bid	CUSIP
CPQ	1073200	72.375	72.750	71.250	20449310
IBM	1977000	53.875	55.125	53.750	45920010
HWP	615800	73.750	74.500	72.750	42823610
MSFT	1380000	80.000	80.500	78.250	59491810
AAPL	1005900	31.500	32.625	31.500	03783310
DELL	6412000	27.125	27.875	25.250	24702510
CSCO	1442000	56.250	57.000	55.250	17275R10

Price/Volume Graphs

CompuServe offers you the option to select and view graphs that present a stock's pricing and volume information together on a graph. In order to view these graphs, you must have software that supports the GIF format that CompuServe transmits. To access this graphing function (GO TREND), you enter a security symbol, the time frequency for which you want the graph to plot (daily, weekly, monthly), and the start and end dates of the series that you want graphed. The system produces a graphic that you can save to a file and print. These graphs are in the same format as those used by financial analysts, and let you look at security pricing trends over specific time periods. Figure 13.2 shows an example of a pricing and volume graph that the system displays.

Fig. 13.2

Pricing and Volume Graph available to study trends.



Dividends/Splits/Interest

This section (GO DIVIDENDS) produces detailed reports about a security's performance with regard to its payment of dividends or interest, depending upon the kind of instrument that it is. It also shows stock "splits." Stock splits occur when an issuing firm issues existing stockholders new issues in proportion to the number that they hold in order to maintain a price level for the stock that has been rising consistently. To get this report, you enter the issue's symbol, and the date range for the report. The report shows dividends, usually paid quarterly, or interest paid (in the case of a bond). Splits are shown, noting when they became effective, and the number of new shares issued for each share held. If you want, you can capture the report to a file. The following shows a sample output from this report:

HEWLETT-PACKARD CO

COM

Cusip: 42823610

Exchange: N

Ticker: HWP

Rate	Type	Ex-Date	Record	Payment
\$ 0.105	Cash	6/14/90	6/20/90	7/11/90
\$ 0.105	Cash	9/20/90	9/26/90	10/17/90
\$ 0.105	Cash	12/19/90	12/26/90	1/16/91
\$ 0.125	Cash	3/14/91	3/20/91	4/10/91
\$ 0.125	Cash	6/13/91	6/19/91	7/10/91
\$ 0.125	Cash	9/19/91	9/25/91	10/16/91
\$ 0.125	Cash	12/20/91	12/27/91	1/15/92
\$ 0.200	Cash	3/19/92	3/25/92	4/15/92
\$ 0.200	Cash	6/18/92	6/24/92	7/15/92
\$ 0.200	Cash	9/17/92	9/23/92	10/14/92
\$ 0.200	Cash	12/17/92	12/23/92	1/13/93
\$ 0.200	Cash	3/18/93	3/24/93	4/14/93
\$ 0.250	Cash	6/17/93	6/23/93	7/14/93

Historical Price and Volume Statistics

Historical Price and Volume Statistics (GO PRISATS), a historical report that lets you view specific pricing and volume statistics for an issue, includes several pieces of analytical information on the issue's price during a selected time frame. To run this report, you enter the symbol and the desired date range. It then produces the report. Here is the Historical Price and Volume report:

COMPAQ COMPUTER CORP			
COM			
12/31/93 - 2/23/94			
(1 holiday dates included)			
	High/Ask	Low/Bid	Close/Avg
12/31/93	74.625	73.750	73.875
2/23/94	97.625	96.000	97.125
Pct Change	30.821%	30.169%	31.472%
	Value	Date	
High High	97.625	2/23/94	
High Close	97.125	2/23/94	
Low Low	72.250	1/03/94	
Low Close	72.875	1/03/94	
High Volume	2,497,000	1/26/94	
Low Volume	171,000	12/31/93	
	Average	Standard Dev	
High	85.051	6.648	
Low	83.151	6.496	
Close	84.381	6.633	
Volume	1,107,237	450,911	
Total Volume:	42,075,000		
Beta factor:	+1.406	Beta centile rank:	98
(Beta computed over last 60 month-end returns.)			

Detailed Issue Analysis

The historical database offers a detailed analysis for an issue (GO EXAMINE). This report, available for each issue individually, provides a highly detailed analysis of the issue's performance of the past year, as well as some derived analysis (comparison overall market performance), and a detailed report about dividends or interest paid, where applicable. The following shows an example of this Detailed Issue report:

CUSIP #	Ticker	Class	SIC	Beg Hist	Last Update
42823610	HWP	Equity	3570	July 20, 1981	February 23, 1994

Exchange Code: New York Exchange
 Company & Issue: HEWLETT PACKARD CO, COM
 Issue Type: Common Stock, Marginable
 Issue Status: Active, No Special Status

Earnings Date	12 Mo EPS	I.A. Dividend	Yield	Shares Outstanding
January 31, 1994	\$5.040	\$1.000	1.091%	252,713,000

E.P.S. Footnote: Not Available

I.A. Div. Footnote: Not Available

Shares Out Footnote: No Shares Out Amt Avail

L-P Date	Volume	High	Low	Close	P/E
Feb-23-1994	2,332,000	93 5/8	89 3/4	91 5/8	18.17

52-Week High: 93 5/8 on Feb-23-1994

52-Week Low: 64 3/8 on Sep-20-1993

Trading Status: Regular Trading

Risk Measures

Standard & Poor's Quality Rating: A
 Beta Coefficient Using S&P 500 As "The Market": 1.232
 Beta Centile Rank: 97

Dividend history begins March 26, 1968 and ends March 17, 1994

Rate	Dividend Type	Ex-Date	Record Date	Payable Date
\$.2500	Cash Payment	December 16, 1993	December 22, 1993	January 12, 1994

Payment Method	Payment Order	Tax Base
Payable in US Currency	No Special Payment Order	No Special Tax Situation

Revision/Lateness	Bearer Status	Transfer Code
Normal Entry	Not A Bearer Share	Transfer Agent Is In NYC

Company Analysis

Now that you worked through the specific reports available about market information, you can turn your attention to the companies that underlie these stocks and to other issues. We covered many of the research options available to you. Certainly all of these are good sources for background information for investing. Investment also calls for specific types of company analysis, and we cover this topic next.

Analyzer

The Analyzer (GO ANALYZER) gives you a single point from which to run a complete set of analytical operations on a given stock. When you run the analyzer, you can get current quotations from quick quotations, and a number of menu options for getting a performance information, dividends' reports, bonds issued, a company profile, a discussion of corporate management and officers, and access to disclosure information regarding ownership. You can also obtain price/volume graphs for tracking stock progress. The following shows the options available from the Analyzer menu:

APPLE COMPUTER INC COM			(AAPL)	CUSIP number: 03783310 Exchange: K		
Date	Time	Volume	High	Low	Last	Change
2/23/94	0:01	2,326,200	38 1/4	37	37 1/4	None
1 Descriptive Company Profile						
2 Price History from 7/20/81			12 Annual Report Footnotes			
3 Dividends from 5/11/87			13 Earnings/Growth Forecasts			
4 Price Stats, Last 52 Weeks			14 Officers, Directors, Salaries			
5 Detailed Issue Description			15 All Above Disclosure Reports			
6 Bonds Issued, Appx 1			16 Ownership			
7 Options Issued, Appx 56			17 Price Volume Graph			
8 Return on \$1000 Invested						
9 Financial Statements			19 Current News as of 10:32 AM			
10 Management Discussion						

The Analyzer gives you a chance to obtain an overall perspective on company performance. It takes you to other parts of the financial and investment systems, such as the Disclosure database which contains detailed company reports and information (see below for detail), as well as investment analysis and company news. The Analyzer is a subsystem for performing company analysis.

Institutional Brokers Estimate System

The Institutional Brokers Estimate System (GO IBES) is a database made up of earnings estimates on over 3,400 publicly traded corporations. You can use I/B/E/S reports to double-check any investment advice you may be getting. The I/B/E/S reports are made up of the consensus analytical positions of a number of financial and security industry analysts. Here is the result of running the I/B/E/S Estimate summary report:

I/B/E/S Earnings Estimate Report

Last Actual EPS (10/93): 4.65 Current price (2/22/1994): 90.13
 Latest 4 Quarters EPS (10/93): 4.65 Latest actual P/E: 19.38

	Current fiscal yr -----ending 10/94-----				Next fiscal yr ending 10/95	Long term growth %
	Feb	2/09	2/02	1/26	Feb	Feb
# of estimates	35				22	19
# revised upward	7	0	0		5	
# revised downward	1	1	1	1	0	
Mean estimate	5.48	5.41	5.41	5.41	6.25	13.40
% change in mean	1.29					
Median estimate	5.50	5.40	5.40	5.40	6.00	14.00
Highest estimate	6.00				7.40	18.00
Lowest estimate	4.80				5.60	8.00
Coeff of variation %	5.47				8.00	20.15
Naive estimate	3.50				N/A	
Implied PE ratio	16.25				14.26	

Here we can see that the consensus strongly indicate upward earnings.

Standard & Poor's On-Line

Standard & Poor's on-line service (GO S&P) provides you with investment information and strategies for nearly 5,000 companies. S&P On-line provides you with specific stock recommendations, given its in-depth research and market knowledge. You can choose the various investment strategies (long term growth, capital growth, speculative, etc.) that you want to pursue, and get specific stock recommendations based on these strategies.

You can get S&P Online's in-depth company analysis. Choosing this option lets you select any of nine different variables that the system tracks (Background, Outlook, Business Line Table, Earnings Per Share, Dividends Per Share, Market Action, Balance Sheet, History Part 1, History Part 2). You can choose any one or all these to produce a report that gives a comprehensive overview of the company.

The third component of S&P On-line is the S&P 500 analysis. The S&P 500 is a grouping of 500 large public companies. The S&P 500 index is based on the performance of all stocks in the group. All the important analytical factors for any stock are derived for the group as a whole. The average performance of this group sets a benchmark against which individual issues can be measured. The index is grouped into four major sub-groups (industrial, utility, transportation, and finance), and further subgrouped into 73 specific industry areas. The averages for the stocks in the subgroup are likewise averaged to generate a benchmark for evaluating stocks that fall with each group. This analysis provides you with a reliable, objective measure against which you can evaluate a stock.

Disclosure Database

Disclosure database (GO DISCLOSURE) is a premium service that gives you a menu system that lets you select from a variety of company-related statements from over 10,000 publicly traded companies. The information is a result of the forms 10-K and 10-Q that publicly traded companies need to file with the Securities and Exchange Commission on an ongoing basis. This information can be highly valuable, as it presents you with inside perspective on a company's strengths and weaknesses.

Use Disclosure to get information on specific companies. You need to know the ticker symbol (of course). Once you enter the symbol, you get a menu of available reports. These reports are available for the prices listed. You can choose one or more separately, or choose one of the grouping options available. The following shows a sample of the Disclosure database output:

Company Reports

- 1 Company Name & Address
- 2 Company Profile (\$5)
- 3 Financial Statements (\$11)
- 4 Management Discussion (\$5)
- 5 Officers & Directors (\$5)
- 6 President's Letter (\$5)
- 7 Footnotes (\$10)

8 All Above Company Reports (\$17)

Ownership Reports

- 9 Ownership & Subsidiary Summary (\$5)
- 10 Five Percent Owners (\$10)
- 11 Insider Holdings (\$10)
- 12 Institutional Holdings (\$10)
- 13 All Above Ownership Reports (\$25)

Last quarterly report: 31-Jul-93

Last annual report : 31-Oct-92

The disclosure reports are always an important component in any professional security analysis. With Disclosure, you can get these reports on-line, and use the same type of information the professionals use.

InvesText

InvesText (GO INVESTEXT) is a premium research service available through IQuest. It provides the full text of company and industry research reports compiled during the last two years by analysts from more than 50 brokerage houses and research firms. Company reports are available for more than 8,200 U.S. public companies, and for over 2,300 publicly held foreign companies. InvesText reports include historical information such as company profiles; revenues, earnings, and other financial operating results, and stock performance. The reports may also include the brokerage's recommendations and analysis and forecasts of the company's future performance. InvesText represents perhaps the most valuable research database available for investment information.

InvesText is divided into more than 50 industry groups, including high-technology, consumer goods and services, energy and natural resources, finance, construction and real estate. Industry reports are comprised of information on trends and conditions, new technology and product development, competition and market share.

MMS International

The final source for investment information is MMS International's (GO MMS) various economic projections. MMS gives you access to advanced economic information from its team of international analysts. MMS on-line provides services such as:

- Calendar Of Economic Events
- The Daily Equity Market Report
- The Daily Currency Market Report
- The Daily Debt Market Report
- MMS Monthly Forecasts
- MMS Quarterly Forecasts

- The MMS Weekly Economic Survey
- Economic Briefings
- Fedwatch

The last item, Fedwatch, is significant. Released each Friday afternoon, it provides an overview of information and forecasts on Fed policy and interest rate trends. By accessing this information through CompuServe, you are able to read Fedwatch four days in advance of recipients who receive their copy by mail.

MMS reports generally carry \$5.00 per report surcharge.

Micro Software Interfaces

As mentioned, some users find the financial data streams on CompuServe so valuable that they find specialized ways to tap into this data and feed it to more specialized and sophisticated analytical tools. To make this process easier, CompuServe offers two specialized interfaces to allow you to tap directly into the source of much of the financial data available. To think of it another way, most of the reports that we have just reviewed are CompuServe's version of how to access this data. It is straightforward, and works for most people. But some people see even greater potential in all this information, and can use their skills to build these specialized interfaces and processing tools. The Investor's forum (discussed later) is a good source for finding people who tap this financial data directly.

MQDATA (GO MQDATA) is the first step in giving you control over the display of financial information. MQDATA lets you completely customize the reports that you get from CompuServe by letting you know which variables are retrieved, and the order in which they are retrieved. You can set up these reports by developing scripts—files that contain lines of instructions similar to programs—that pull off the specified data in the format you choose. These scripts basically come to define your personalized reports. In order to be effective using MQDATA, you need to have a complete reference for the data record names and for the applicable instructions. This reference is available in the CompuServe Financial Service User's Guide.

Beyond MQDATA, there are two basic-level interfaces for connecting applications directly to the financial and company data streams: MQINT and IQINT. MQINT (GO MQINT) is for downloading current price information into another software package, such as a spreadsheet or portfolio manager. MQINT uses its own language to handle the exchange of data between your application and the host database that you access through CompuServe. MQINT sends “raw” data that the receiving application must know how to interpret. You can use MQINT to instruct the financial database to send you regular quotes and updates on selected issues at selected time increments. This way you can get constant updates into your portfolio manager, and build more sophisticated “programs” for buying and selling. An MQINT user’s guide is available from CompuServe (GO ORDER). This user’s guide gives you all the details of the MQINT interface.

IQINT is the interface for downloading company data. Like MQINT, it provides a raw data feed to an application that can translate the incoming data. Once you have an interface with your analytical application in place, you can access multiple data sources to instruct the system to send you the data that you want. IQINT can likewise be programmed to send data at specific times, and can let you put in place various triggers to request data when certain conditions are met. An IQINT user’s guide is available from CompuServe (GO ORDER). This guide gives you all the details of the IQINT interface.

Research Manager

In addition to CompuServe’s complete menu of financial services, it offers businesses a special service for accessing an ever larger body of financial data. This service, called CompuServe Research Manager, is offered through CompuServe’s Financial systems group, based in New York.

CompuServe Research Manager (RM) uses a specially developed Microsoft Windows interface to access both the databases that form the basis of the CompuServe financial service, plus several other specialized databases not available through the regular CompuServe Information Service. Pricing for the Research Manager is offered on a flat-rate basis. The RM package gives you access to one CompuServe network port at speeds up to 9600 bps. The access can be shared by up to five different RM users retrieving data from CompuServe, one user at a time.

The databases accessed through RM include:

- North American Securities over 190,000 securities, with twelve-and-one-half years of pricing history and dividend history back to 1968.
- International Securities over 90,000 securities with pricing and dividend history back to 1984.
- Disclosure featuring ownership summary and public financial disclosure information for 10,000 companies.
- Zacks. This database provides earning estimates from financial analysts for over 5,000 companies.
- Compustat. This provides historical balance sheets, income statements, and market information on over 7,000 companies.
- I/B/E/S current and historical earning estimates for over 5,000 companies.

Research Manager lets you to build your own financial information workstation, providing non-stop connection to these financial information sources. The RM package provides over 40 templates to allow you to extract data into standard analytical formats. The package also lets you develop your own custom templates for data analysis. The package is a perfect alternative for anyone needing fixed-price access to valuable financial database resources.

There are a number of pricing plans available for Research Manager. Extended term plans are available for one year terms. Two Extended plans are available:

- Research Package with the North American Securities pricing and Disclosure Database access for \$875 per month, and
- Research Package Plus with the North American Securities pricing, Disclosure Database, and Zacks earning estimates for \$1,050 per month.

Other databases are available on an a la carte basis, for between \$200 and \$750 per month.

Base term plans have an initial term of 30 days. All database access is available through the base term plan on an a la carte basis at rates from between \$350 and \$1,100 per month.

CompuServe Financial Services group is located at 120 Broadway, Suite 3330, New York, NY 10271. For information call (800) 543-4616, or from New York: (212) 227-3881.

Tips for Finding Additional Resources

Finally, we come to the end of the business resources. This chapter has presented a comprehensive look at how to use CompuServe as a business tool. As you become more experienced using the system, you will begin to unlock more of its secrets. The best way to master CompuServe is to use all its parts to get the broadest picture of the available services.

One resource we have not mentioned is the CompuServe Business Services Division (GO BSD). CompuServe's Business Services Division provides resources to Corporations, Government Agencies, and Associations. If you have a business need from CompuServe that you feel is not being met with your current service, contact the BSD to set up a consultation. You can learn about access to other CompuServe network, database, and financial service resources.

CompuServe's business division is set up to provide business with customized on-line access and reference resources. You can access detailed information about the Business Services Division from its menu area, which is found under the Business Management option from the Professions menu. This section contains detailed information about BSD offerings, and also contains a list of all CompuServe BSD branch office locations.

From Here...

We have covered almost all of the services that CompuServe offers. Other chapters give you more detailed information about other related topics:

- Chapter 2, "Using Forums and Locating Information," contains strategies and hints for searching for information in forums, news, and reference sections.
- In Chapter 10, "Sending and Receiving E-Mail," you can find more about e-mailing information that you find in the news sections or in the forums.
- Chapter 11, "E-Mailing with the Internet," covers getting mail and information from the Internet, which is growing in its role as a business asset.

Chapter 14

Using the Classifieds

The CompuServe classifieds can be both entertaining and useful. In this chapter, you learn about the CompuServe classified ad services.

A Quick Preview

The CompuServe classified ads area might save you money, it also might earn you some money, but even if it does neither, it often makes entertaining reading. As you will see in the lists of categories that follow, there are many worthwhile products and services available, but it is also worth reading through the classifieds for interesting items like these:

- PC Guru For Hire
- Surrogate Mother
- Middle East Contractors Directory
- Japanese In Just Hours!
- Basic Course in Aromatherapy
- Dead Mac Stuff
- Your Family Tartan for the MAC (software)

Business users will find many classified categories of interest, including personnel ads, investing, office supplies, computer equipment and supplies, communications services, travel, real estate, and others.

In practical terms, CompuServe's classifieds have an important sales advantage: speed and ease of reply. In all fields of advertising, it is well known that

Find out more about:

- The broad range of topics for ads
- Browsing and reading ads
- Replying to ads
- Submitting your own ad

even a minor improvement in the perceived ease of responding makes a major difference in sales. With ads in the CompuServe classifieds, all the buyer needs to do is point and click with the mouse to start a reply to the seller.

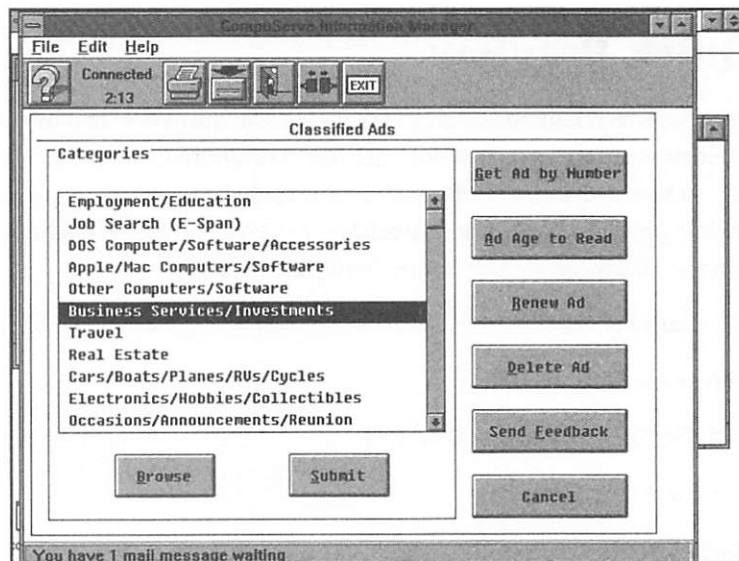
Finding and Viewing Ads

Finding and viewing classifieds on CompuServe is easy. Take a few minutes to look them over, and perhaps use them to buy or sell.

Finding CompuServe's Classifieds Section

To use WinCIM to get to the Classified Ads main menu, double-click on the GO (stoplight) icon on the tool bar. In the GO field, type **classifieds**. After a few seconds, you will see the main menu for classified ads (see fig. 14.1).

Fig. 14.1
The Classified Ads
main menu.



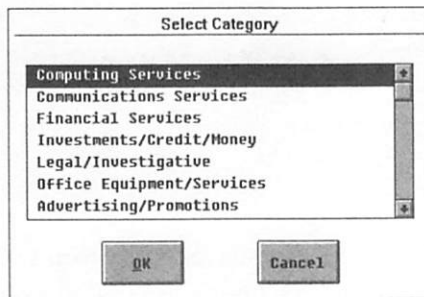
Selecting Categories and Viewing Ads

To get an understanding of the categories and style of the classified ads, click on the category of interest, and then click on Browse. The Select Category menu is displayed (see fig. 14.2).

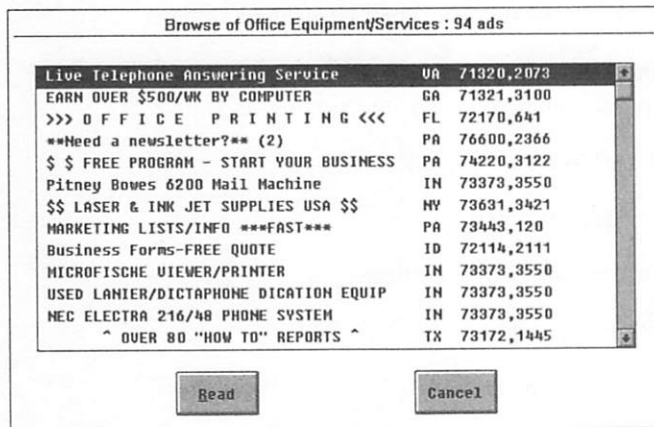
Select any of these submenus and you will see a list of the currently active advertisements and an announcement of how many ads there are in this category. If the ads look interesting, click on Read. If you don't want to continue, choose Cancel, and you are returned to the previous menu. Figure 14.3 shows a sample listing of Office Equipment/Services.

Tip

To get to the classified ads from any place in CompuServe's basic services, you can click the GO icon and type **classifieds**.

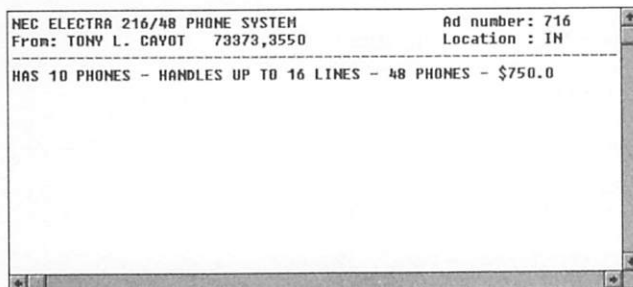
**Fig. 14.2**

The Business Services/Investments menu options.

**Fig. 14.3**

Some sample listings under Office Equipment/Services.

The full ad might look something like the one for telephones shown in figure 14.4.

**Fig. 14.4**

A sample classified ad.

Note

Business users will find useful information in several of the categories, not just the Business Services heading. Be sure to look under Employment, Job Search, Computers, Travel, and Miscellaneous.

You can click on **Next** to read the next ad, **Reply** to answer the ad, or **Cancel** to move back a menu. If you aren't interested in finding out more or responding to the seller to get more information or arrange a purchase, click on **Cancel** to see the last page of classified ad titles and then continue.

How CompuServe Organizes Classifieds

From the main menus, you will find submenus as follows:

Tip

You can add favorites to your preferences list by clicking on the heart icon. See the Services Menu section of Chapter 1 for details on how this is done.

EMPLOYMENT/EDUCATION

1. Positions Wanted
2. Computer Related Positions
3. Other Open Positions
4. Employment Services
5. Educational Opportunities
6. Open Positions at CompuServe

JOB SEARCH (E-SPAN)

1. E-Span Job Search Information
2. Senior Executive Positions
3. Engineer/Archit/Construct/Real Est.
4. DP/IS/Telecommunications
5. Sales/Mktng/Adver/PR/Custmr Serv.
6. Human Resource/Administration/Legal
7. Fin/Acctg/Banking/Ins/Cnsltnts
8. Industrial/Manufacturing
9. Healthcare Related Positions

10. Education/Entertainment/Recreation
11. Sciences-Math/Physical/Life/Social
12. Retail/Wholesale/Food/Hotel/Travel
13. Utilities/Transportation/Environ.
14. Arts/Lang./Writing/Media/Library
15. Gen'l Business/Gov't/Agriculture
16. Ads & Profiles by Corporations
17. Self-Employment Opportunities
18. Career/Employer Srvcs.
19. Entry Level Positions

DOS COMPUTER/SOFTWARE/ACCESSORIES

1. DOS Desktop Computers
2. DOS Notebook/Laptop Computers
3. DOS Disk/Tape Drives
4. DOS Audio/Video/Motherboards
5. DOS Printers/Monitors/Modems
6. DOS Other Accessories
7. DOS Utilities/Tools Software
8. DOS Word Processing/Spreadsheet
9. DOS Other Software

APPLE/MAC COMPUTERS/SOFTWARE

1. Apple/Mac Computers
2. Apple/Mac Software
3. Apple/Mac Accessories

Tip

If prices are volatile in your industry, a CompuServe ad, unlike a printed ad, allows you to change prices immediately.

OTHER COMPUTERS/SOFTWARE

1. Other Computers
2. Other Software
3. Other Accessories

BUSINESS SERVICES/INVESTMENTS

1. Computing Services
2. Communications Services
3. Financial Services
4. Investments/Credit/Money
5. Investments/Credit/Money (Cont'd)
6. Legal/Investigative
7. Office Equipment/Services
8. Advertising/Promotions
9. Multi Level Marketing
10. Multi Level Marketing (Cont'd)
11. Home Based Business
12. Home Based Business (Cont'd)
13. Publishing/Mailing/Phone/FAX

TRAVEL

1. Rentals/Time-Share
2. Hotels/Camping
3. Air Travel/Cruises
4. Situations Wanted

Tip

Use CompuServe classifieds to sell small lots of stock that would not be practical through your regular sales channels.

REAL ESTATE

1. Business/Commercial
2. Residential
3. Vacation Homes

CARS/BOATS/PLANES/RVS/CYCLES

1. Cars/Trucks/RVs
2. Classic Cars
3. Boats
4. Airplanes
5. Motorcycles/Bicycles

ELECTRONICS/HOBBIES/COLLECTIBLES

1. Electronics/Cameras
2. Hobbies
3. Collectibles
4. Cooking
5. Music/Musical Instruments
6. Records/CD's/Tapes

OCCASIONS/ANNOUNCEMENTS/REUNION

1. Special Occasions
2. Announcements
3. Reunion/Reunite

MISCELLANEOUS INFO/MERCHANDISE

1. Catalogs/Books/Magazines
2. Health/Self Improvement
3. Personal Finance

4. Miscellaneous Information
5. Miscellaneous Services
6. Miscellaneous Merchandise
7. Holiday Specials

Selecting Ads To Read by Age

Tip

CompuServe ads enable you to stop advertising immediately. If you run out of stock, a printed advertisement will continue to attract customers, and they will be upset with your company when the product is no longer available as advertised.

By default, when you first browse the Categories menu, CompuServe shows all currently active ads no matter how long they have been posted. If you check the classifieds frequently, you might find it helpful to use the Ad Age to Read feature. If, for instance, it was three days ago when you last read the classifieds, select Ad Age, type **3**, and press Enter. Now when you select **Browse**, you will find that the number of listed ads is reduced and that all the ads are new within the last three days. If you experiment with various numbers of days, you can see how active a particular classified section is. On some lists, viewing just one day's postings will provide many screens of ad titles.

Replying to an Ad

If you are interested in the product or service being offered, there are at least three ways you can respond.

Replying Immediately

After you read the message, you can click on **Reply** (see fig. 14.5). This automatically addresses a message back to the person who posted the classified ad. Type in your message, questions, requests, offers, and so forth, and then fill in the Your Name field and click on the Receipt or Copy Self box, if you want. Click **Send** to complete and send the message.

Tip

You can abandon the message or back up a menu by clicking on Cancel.

Getting an Ad by Number

Or, if you are not ready to decide which ads are worth following up on, just write down the message number. Later at the main classified menu, you can click on Get Ad By Number.

Reply to
NEC ELECTRA 216/48 PHONE SYSTEM

Your Name: _____

☐ Receipt ☐ Copy self

Next Reply Send Cancel

Fig. 14.5
A Reply to ad
form.

You are prompted by a dialog box requesting the number of the ad. When you enter this, you are presented with the ad to read and the option to reply. With this reply method, you are limited to 10 lines. A typical ad response might be as follows:

Mr. Franklin—I would be willing to offer \$2.50 for your kite if it comes with the string. Please explain further about what an “all-weather” kite is. Please e-mail to me here at CompuServe.

With this method of response, you again can choose to request a receipt, to give a copy to yourself, to **Send**, or **Cancel**. At this point, you can abandon the whole reply process by clicking on **Cancel**. If you are ready to send the message, decide whether you would like a receipt, which is generated by CompuServe when the recipient of your message reads it. If you request a receipt, you see the following messages and question:

A receipt request will cost \$.15.
Do you still want to send your reply (Yes or No)?

Using CompuServe E-Mail

The final method for replying to an ad is to use your regular CompuServe e-mail. You will, of course, need to write down the advertiser’s CompuServe address number to do this. The primary advantage to this method is that your reply can be of any length.

Tip
CompuServe automatically adds your name and CompuServe address to a reply message, but if you want the seller to have your mailing address or phone number, include them in the body of the message.

Tip
Business users will most likely want to ask for a receipt for their records.

Troubleshooting

When I enter a category using Browse, it sometimes takes a long time for the information to reach my screen. Can I speed this up?

Some categories contain hundreds of ads at any one time. You might want to limit your browsing by date using Ad Age to Read. (See the previous section regarding how to use the Ad Age feature.)

I found an ad I was interested in pursuing. It has disappeared—what happened to it?

There are at least two possibilities. First, be sure that you have not restricted your browsing by date. Also, the ad may have been deleted by the person who posted it, or it may have expired.

Posting Your Own Ad

Of course, the flip side of reading the ads, posting one yourself, may be more valuable to you. This is easily accomplished by clicking on Submit. CompuServe displays several screens of information concerning its policy that “CompuServe reserves the right to review, accept, edit, or reject ads at its sole judgment.”

If you have some questions as to whether your ad may be considered offensive by CompuServe, go to the Help Index and choose Submitting an Ad/Guidelines. Reading the guidelines can be worthwhile because CompuServe states that “CompuServe is not obligated to refund charges for ads that are submitted and not approved.”

After the policy statements, CompuServe displays the same list of categories that you saw in the Browse area. Click on the category that fits the classification of your ad and CompuServe displays a list of subcategories from which to select. Next, click on the category. Figure 14.6 shows a sample data entry form of an ad to be submitted under the category of Positions Wanted.

Submit Ad for Positions Wanted

Your Name: _____ Location: _____

Subject: _____

Ad Duration

☒ 1 week - \$ 1.00 per line ☐ 26 weeks - \$14.30 per line

☐ 2 weeks - \$ 1.50 per line

☐ 8 weeks - \$ 5.20 per line

Ad Copy

Fig. 14.6

A sample form for submitting a classified ad.

To fill out the form, follow these steps:

1. Fill in the Your Name field. The cursor should already be flashing in that field. If not, click on the field.
2. Press Tab to move to the Location field (or click on the field), and fill in your two letter state abbreviation. For those living in the United States, this is your normal two-letter postal abbreviation, such as TX or NY. For those residing outside the U.S., the following codes are valid:

AN	Asia	JP	Japan
AS	American Samoa	NZ	New Zealand
AU	Australia	PR	Puerto Rico
CM	Commonwealth of the	VI	Virgin Islands
	Northern Marianas	TT	Trust Territories
CN	Canada		
EU	Europe		

3. After entering these two letters, press Tab to move to the Subject field. Enter a subject that is both descriptive and, if possible, attention getting. You can use up to 40 characters that are upper- or lowercase as well as normal keyboard symbols.
4. Next, you need to consider the cost of the ad. CompuServe classified ads, like ones in newspapers and magazines, are priced on the basis of size and length of time they are displayed. For example, the cost of one line of up to 70 characters is \$1 if you select to run the ad one week. Therefore, if you type a four-line ad and want to run it for one week,

your cost is \$4. Currently, you get a discount if you select a longer run for your ad at the time of posting. The cost per line is as follows:

1 week	\$1.00
2 weeks	\$1.50
8 weeks	\$5.20
26 weeks	\$14.30

Click on the appropriate button for your choice.

5. Press Tab to move to the Ad Copy box and start entering your message. Up to a maximum of 25 lines are allowed per ad.
6. When you have typed your message, you can click on Post or Cancel. If you choose Post, you are informed of the cost of the ad, and then you can click on Post or Cancel.

Your classified ad will not be posted immediately. First, it goes to CompuServe's Product Manager of the classified area. There, it is reviewed to verify that the ad meets CompuServe's guidelines. If it is approved, it will appear in the classifieds within 24 hours of your posting; if it is not approved it will not be posted and you will receive an e-mail "notice of denial" message.

Lengthening Posting Times

If, after you have posted an ad, you decide that you would like the ad to be available for others to read for a longer time than you originally selected, choose Renew Ad from the main classified menu. You will see a listing of all ads that you currently have posted (outdated ones and ones not yet approved, are not available for renewal). Select the one for which you want to extend the time. You will see a menu of time extension choices along with their associated costs. When you select one of these options, your ad will continue to be posted for that extra time.

Removing a Posting

Alternatively, if you sell the things that you were advertising or if you decide to take them off the market, you may want to stop the posting. To remove such an ad, select Delete Ad from the main classified menu. CompuServe displays a list of all your active classified ads. Select the one you want to delete. Although deleting an ad before it was scheduled to end will not result in

Tip

Remember to include your postal address and telephone number if you also will accept replies by mail or phone.

a refund from CompuServe for the unused time, it is still worthwhile to avoid getting many extra messages in your e-mail box (some of which could cost you extra if you have exceeded your mail allowance for the month).

Caution

Remember, it is considered good etiquette to remove your ad if you have sold the item. Don't let lots of people spend the time to reply to an ad that is no longer available.

Getting Help

The CompuServe Classifieds area is generally easy to learn and use, but if you need help, you can read WinCIM's help files off-line, CompuServe help files on-line, and ask for individual help using CompuServe's feedback features.

Using the Help Files

While you are on-line in the classified area you can get up-to-date information about fees and instructions on how to use the classified area by clicking on the ? icon. CompuServe displays a menu of items to help you use the classifieds. Figure 14.7 shows the Help Index menu.

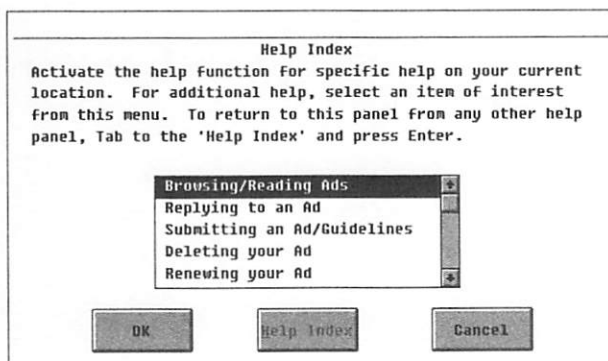


Fig. 14.7
The Help Index menu.

Tip

Click on the ? icon at any screen for context-sensitive help.

Sending Feedback to CompuServe

If you either like or dislike something about the classified area, or you have a question that the Instructions/Fees area doesn't answer satisfactorily, you can get help directly from within the classified area. Click Send Feedback to the classified ads manager. This enables you to send a note to a person who is familiar with the workings of the classified ads area.

Note

If you post an ad, send a reply, or send a feedback note, be sure to check on CompuServe regularly to see what responses you have received.

From Here...

You may want to pursue further information on some of the topics in this chapter:

- Find more on e-mailing another member in Chapter 10, "Sending and Receiving E-Mail."
- Find out more about CSNav for more efficient on- and off-line use of your time and money in Chapter 6, "Saving Search Time with the CompuServe Navigator."
- Chapter 1, "Getting Started on CompuServe," has more information on how to use WinCIM.

Chapter 15

Other Extras

IV

Finding Useful Information

CompuServe's global scope helps you to expand your horizons. You can turn to CompuServe as a place to gather news and information in a more active and personal way than you are accustomed to. You can use it to shop—from your office or from the comfort of your home. You can use it to play—to test yourself or to unwind. And you can use it to connect to people throughout the world who share your interests. CompuServe can be your connecting point to sources of information, amusement, and valuable contacts that can aid in generating professional and personal opportunity.

News

News and news-related services are some of the most valuable services that CompuServe offers. Getting news from an on-line service provides you with an array of choices, and you also can choose how you want to access it.

CompuServe provides access to several on-line news services. *U.S. News and World Report* recently made its debut on the system, providing an exciting glimpse at the future of news publishing. The magazine appears weekly. In addition to the text, it also provides the front cover graphic and several other graphics that you can display on-screen as GIF files. A U.S. News On-Line service connects you with a forum that acts as a discussion vehicle for the magazine's contents. The magazine's editors provide the focus of the forum's weekly conferences. The U.S. News On-Line section also provides access to back issues, via the Magazine Database premium service.

In this chapter you learn how to use the following CompuServe services:

- News and weather
- Shopping
- Games and entertainment
- Commercial product support
- Travel

The Detroit Free Press is available in its entirety every day as part of the library section of the Detroit Free Press forum. *The Detroit Free Press* provides local, national, and international news coverage, along with sectional features (sports, weather, and business). Presented in its own forum, the on-line edition is designed as a fully interactive medium that allows readers to use messaging and conferencing to discuss the paper's content.

Other news services available at Basic rates include the following:

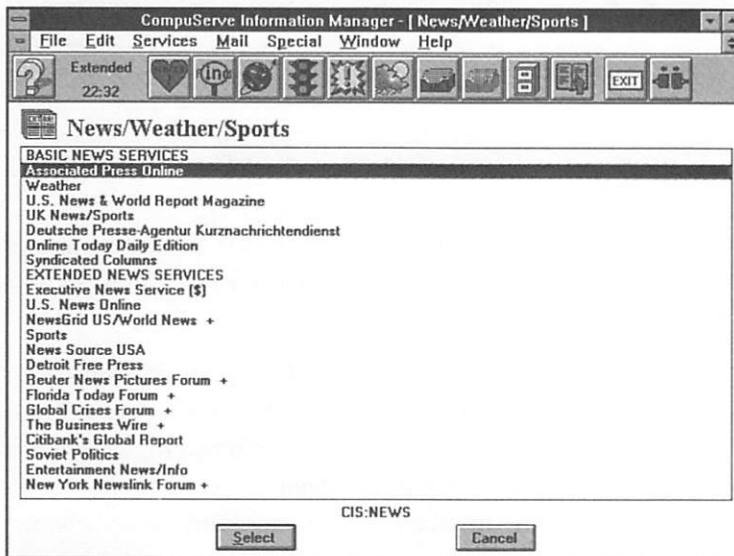
- **U.K. News.** This feature is primarily the Reuters UK wire service on-line. It allows you to read news, sports, and weather clips using the text terminal-mode interface.
- **Deutsch Presse-Agentur Kurznachrichtendienst.** This service provides German language news using a windowed interface.
- **Online Today Daily Edition.** This service of CompuServe Magazine provides news and information for the computer and communications industry. It includes a news digest (*Online Today*) covering computer industry developments. Additionally, it provides access to a library of book, hardware, and software reviews from the monthly CompuServe Magazine.
- **Syndicated Columnists.** The CompuServe news section provides access to 16 regularly syndicated newspaper columns and features. These range from political (Jack Anderson, Morton Kondracke, Mona Charen) and finance columnists, to horoscope, gossip, and bridge features.

Active News Reading—a Primer

Most of the time, our news consumption is passive; we watch the TV news or read the newspaper or magazine. We don't have to be very active about the process besides tuning in or picking up the magazine or paper. On-line news reading requires you to be a more active participant in news consumption. You have to know what is available, and you have to know how to use it.

As for what is available on CompuServe, on one level this is easy because all the news features are available through the menus. The menu structure essentially becomes the index for the services. At a deeper level, you need to know whether a news service works consistently with how you want to access it. This knowledge takes time and exploration, and is more a matter of personal preference, both in terms of content and cost.

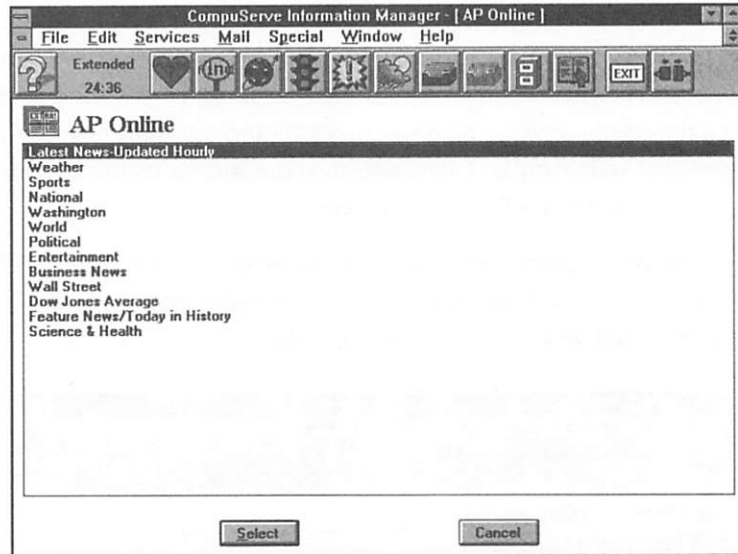
When you enter the CompuServe news section—either by choosing a News icon or through a menu—you come to the News main menu (see fig. 15.1). This is the jumping off point for obtaining news.

**Fig. 15.1**

The News main menu.

The scope of CompuServe's news is international, as befits its role as a global service. The first menu option is Associated Press Online. When you choose this option, the AP Online menu is displayed, from which you can choose the section you want to read (see fig. 15.2). The AP Online service closely parallels the structure of a traditional newspaper (news, weather, sports, business, features, and so forth).

Fig. 15.2
The AP Online
menu.



To get the AP news wire stories, for example, select Latest News-Updated Hourly from the main AP Online menu. If you use a windowed interface, such as WinCIM, the text appears in a window.

With electronic news, you have the option to file any news story that interests you, and you can build a clipping library. Of course, you can clip stories from a newspaper, but the electronic method is so much easier (and neater) that you may adopt a whole new attitude about gathering (as opposed to simply observing) news and information. This capability presents an important shift in attitude and underscores the value of on-line news. Most interfaces for CompuServe support, and indeed encourage, the filing and copying of news stories.

Now that you have some power over the news, you also have some new responsibilities. As a passive news consumer, you were unlikely to be concerned with copyright issues. Now, however, because you can reproduce a news item electronically, you need to be aware that you do not own the information. You merely have a copy of it, and you must respect the restrictions that exist over copyrighted material. As the law currently stands, making a single electronic copy of an item for your own use and reference is acceptable. Charging money for repackaging copyrighted material breaks the agreement you have with the publisher and makes you liable under the law. Figure 15.3 shows the copyright agreement you must make each time you use the service.

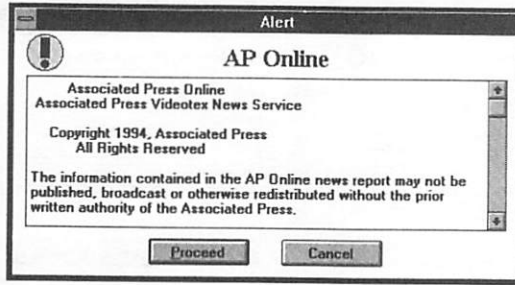


Fig. 15.3
Copyright warning
for on-line news.

Now that you have looked at the process of active news gathering, the next section discusses an added component: research. CompuServe offers several features for supporting both ad hoc and ongoing news research.

Executive News Service

CompuServe's Executive News Service (ENS) is designed to provide you with the means to put together a "personal" newspaper—one that reflects your interests. It is built by the system, which "reads" stories and passes on to you those containing topics in which you are interested.

The ENS is a premium service (at a \$15 per hour surcharge over extended rates). It allows you to assemble folders that hold stories containing keyword criteria that you specify. Suppose, for example, that you are interested in telecommunications and want to have an active listing of news stories on several different communications protocols. These protocols would become your keywords. To have the service work effectively, you need to specify exactly what you want the service to look for. Deciding on the criteria is the important preliminary step in putting together an ENS folder.

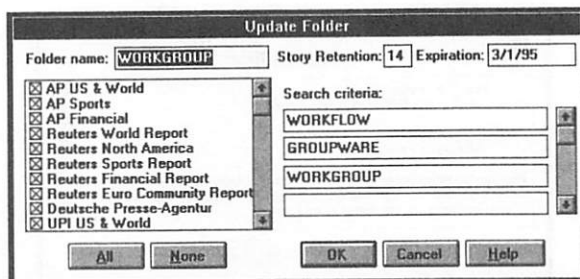
Once you have decided on your keywords, you are ready to put together a folder. If you are using a windowed interface (such as WinCIM), the process is quite simple:

1. From the **Stories** menu, choose **Create A New Folder** or choose the **Create** option from the ENS toolbar. The **Update Folder** dialog box is displayed (see fig. 15.4). Enter a name for the folder.
2. Choose from which on-line news services you want the folder to capture news stories. You can select **All** to choose all the services, which include AP, UPI, Reuters, Washington Post, and OTC NewsAlert.

When the folder is active, each story that passes through the wire service is searched for the keyword(s) for your folder. When a keyword is found, the story is put into the applicable folder.

Fig. 15.4

The Executive News Service Update Folder dialog box.



3. Set Story Retention to the number of days that you want a story to remain in the folder after it is found.
4. The Expiration box indicates the date the folder will expire. The default date is one year. Enter a date far in the future if you want the folder active perpetually.
5. Next, enter your keywords in the Search Criteria boxes. Be careful to spell them as you want them to be matched. Each folder can have a maximum of seven keywords. There are no logical operators available for the search criteria; any match places the story in the folder. Choose OK to finish setting up the folder.

Now that the folder has been established, it sits in the background. When you go back to ENS, you see the folder status screen, which tells you how many matches have been placed in the folder. You can use the Browse option to look through the stories in the folder, scanning the headlines to find stories of interest. You can also use the Search option with the stories in the folder.

The following are news services available at extended rates. In the case of the Citibank Global Report, there is an additional surcharge above extended rates. News Source USA is part of the IQuest system and carries surcharges for searches and retrievals. These services provide greater international coverage, as well as let you access newspaper archives for research purposes.

Newsgrid

Newsgrid is a news service that captures news and business stories from the world's news wire services and presents them as headlines. Newsgrid's sources include United Press International, PR Newswire, The Business Wire, Agence France Presse (France), Deutsche Presse-Agentur (Germany), Kyodo (Japan), Xinhua (China), TASS (former Soviet Union) and more. You can search the Newsgrid story-base by keyword.

News Source USA

News Source USA is a database of many general-interest and business magazines, as well as entries from over 50 daily newspapers nationwide. News Source is a premium database service and charges for each search and for each article retrieved. It is part of the sprawling Dialog database system, parts of which are accessed through the IQuest system on CompuServe. (See Chapter 13, "The Best Places for Business," for more details on searching using the IQuest databases.)

News Source uses a text terminal interface to walk you through the selection of the periodical that you want to search, and then prompts you for the keyword for which you want to search. If there are any matches, you can choose to retrieve the full text of the items. Each search, successful or not, costs \$3.00; full-text retrievals cost \$5.00 each. This service is really for the experienced

researcher who wants to find a given piece of information.

Citibank Global Report

Global Report consolidates over 20 worldwide business and news databases under a single access point on CompuServe. You access Global Report through a text terminal interface. It provides a wide variety of business-related news, as well as news from all major world markets. Global Report is a premium service, with a \$60-per-hour surcharge during prime time and a \$30-per-hour surcharge during nonprime time and on weekends. Here's a list of choices on the Global Report main menu:

Global Report CompuServe/Menu

Today's News		Markets	
1	Top News Headlines	7	Today's Financial News
2	World News	8	Current Rates
3	Calendars	9	Bonds
		10	Commodities
	Companies & Industries	11	Foreign Exchange
4	Company News & Profiles	12	Money Markets
5	Industries	13	Stocks
		14	Other Markets
	Countries		
6	Country News & Profiles		Other
		15	New on Global Report
			(04-FEB-1994)
		16	Help
		17	How to Sign Off

The Business Wire

The Business Wire consists of available press releases, news articles, and other information related to the world of business. Information on hundreds of different companies is transmitted daily to The Business Wire. Accessing The Business Wire displays a list of company names. Choose (or type) the name for which you want to read the press release or item. Throughout the list are occasional BW RECAP # entries, which show the names of the companies and a recap of the information that has been put on the wire. The Business Wire is valuable for people doing company and market research or for studying the business movements and activities of competitors.

Entertainment News/Info

The Entertainment News/Info section has several entertainment news-related features. Some of these include:

- **Hollywood Hotline.** Hollywood Hotline is an entertainment news and reference service offering access to daily entertainment industry news digests, movie and television reviews, an entertainment encyclopedia, and celebrity interviews.
- **Soap Opera Summaries.** This section provides daily summaries of all the daytime and nighttime soap operas in addition to soap opera news and plot-line condensations.
- **Magill's Survey of Cinema.** This database includes in-depth articles on more than 30,000 films released since 1902. The information on each film includes film title, rating, release date, running time, references to reviews, cast, production studio, and credits.

Troubleshooting

When I use the Executive News Service, the folder gets filled with stories, and I can't work through all of them. What can I do?

If your executive news folder is getting full, you should consider splitting up a folder to make it more specific. For example, if you have grouped together a list of keywords to search for stories, split the list in half. Also, make sure to delete the stories from the folder after you have read and/or downloaded them.

Weather

Picture this: You are in your hotel room on an extended road trip. As a good modern foot soldier, you carry your laptop computer everywhere. Tomorrow involves a 120-mile drive in an unfamiliar rental car. It's late—past time for the TV news—and it's winter time in a snowy region. A detailed weather report would put your mind at rest one way or another about the trip that awaits you. What would you do?

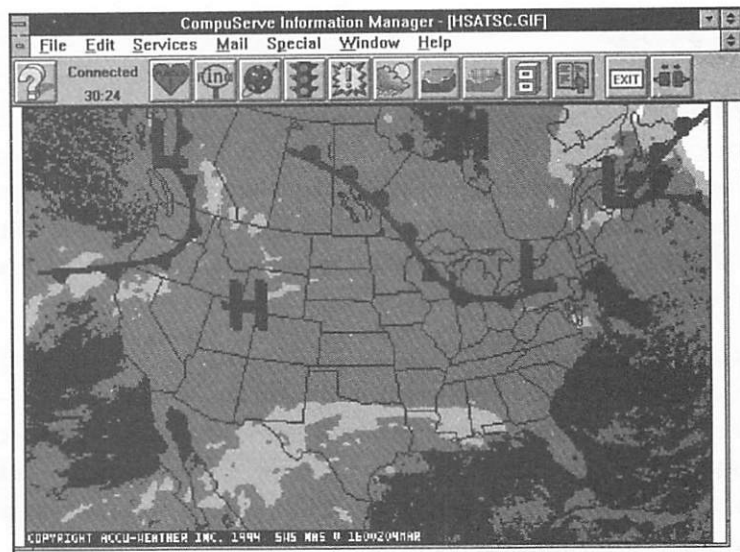
If your laptop has a modem, you can reach CompuServe. And if you can reach CompuServe, you can get a weather report and forecast instantly—both for your location and for any potential destination. Obtaining a local CompuServe access number is a toll-free call away. Once you access the local dial-in port, the system knows right away where you are. So, when you select the sun-and-cloud weather icon on your toolbar, or select **Alt+S**(ervice), **W**(eather), CompuServe pulls the weather report for the local area into your workspace.

CompuServe maintains global weather coverage. It continues to expand weather offerings with downloadable satellite weather coverage. You can choose local weather (by default) or you call up reports and forecasts for more than 80 major cities across the globe.

Weather services also are available through the Weather submenu on the News main menu. When you access Weather, a form is displayed that enables you to display weather reports and forecasts from Accu-Weather. You can access a satellite map (two are available—the U.S. and the eastern Pacific) marked with weather fronts. Figure 15.5 gives an example of the satellite display. You can also display both national and local radar maps, showing weather systems and precipitation. These files are scanned in and read by the system as GIF files. You can enlarge them to full screen, and you can copy them to a file or print them. In addition to providing forecasting information, the weather maps provide an excellent teaching tool for meteorology and even geography.

Fig. 15.5

Satellite weather maps available on-line.



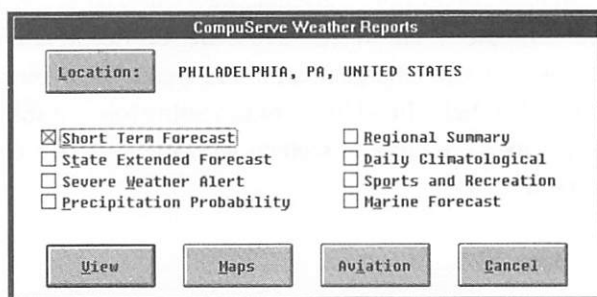
Even more detailed weather information is available through the Aviation submenu. Aviation weather information from National Weather Service reporting stations is available to help pilots put together preliminary plans for their flights.

Using the Weather Reports Form

The Weather Reports form has eight options (see fig. 15.6). These options enable you to access local, regional, and extended forecasts, precipitation outlook, severe weather warnings where applicable, a breakdown of the day's weather history, recreation and sports forecasts, and the marine forecast. Select those you want to see and choose **View**.

Fig. 15.6

The CompuServe Weather Reports form.



Getting Weather Maps

Choosing the **Maps** button displays the Regional Weather Maps screen in which you can specify the maps you want to view (see fig. 15.7). The Radar map shows weather activity across a national map. The Depiction map shows precipitation and cloud activity over a national map. Scroll down the list to see the large variety of forecast maps available, including regional travel weather maps. You can even change the location of the map area. You can view satellite weather maps for Europe, Asia, and Australia in addition to those for North America.

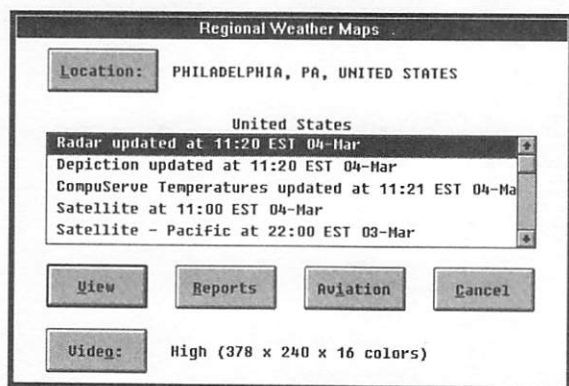


Fig. 15.7

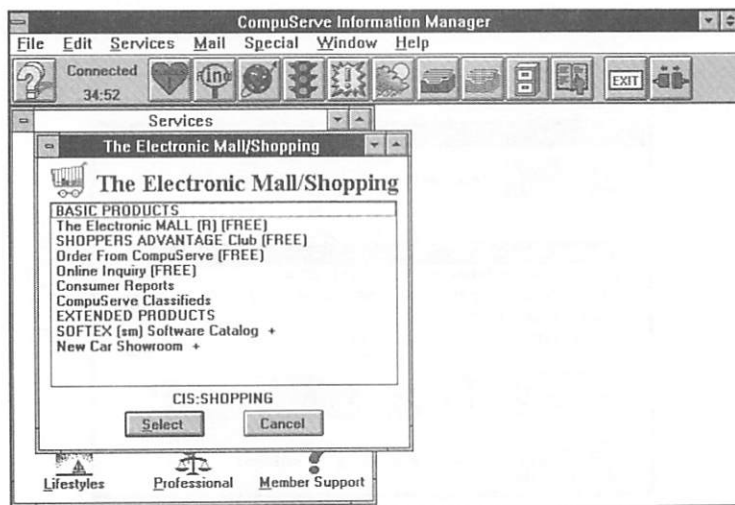
The Regional Weather Maps screen.

Let's GO SHOPPING—CompuServe's Electronic Mall

CompuServe's Electronic Mall is the oldest shopping center in cyberspace. Shopping electronically has been available for some time now, and the process has gotten more tightly focused as CompuServe users and vendors have zeroed in on the products and services that best suit on-line users. Over 120 "stores" are available in the mall, offering a complete gamut of goods and services, but the overall focus is on upscale consumer goods and gift items. Each mall vendor has its own GO designation to allow you to jump directly to its shopping area once you get to know the vendor and its offerings. Access to the mall is free of additional access charges. You pay for only your connect time.

The mall is composed of mail-order and direct-response merchants with lots of experience in order fulfillment. Almost all mall merchants let you request a catalog from them by filling out an on-line form. You can then use the mall for on-line order placement (see fig. 15.8). If you are among the growing legion of mail-order buyers, then shopping on-line should be a logical and comfortable step.

Fig. 15.8
The Mall menu.



The mall is currently organized into 28 departments. Choose the department heading to list all the vendors whose products fall under that department heading. The vendor listing details available payment methods (Visa, MasterCard, Discover, American Express), and may also describe any available special offers or discounts. You can shop in the mall either by selecting vendors by department, or you can search alphabetically. The alphabet list is divided into subsections. If you can, use the subsections; choosing the whole list takes too much time because the system tries to load information on all 120 vendors to your workspace.

Tip

If you plan to use the mall regularly, join the Mall Elite program. It's simple to join, it's free, and it can save you money.

The Electronic Mall is large and freewheeling. It runs frequent contests and sweepstakes as an enticement to get people to come to the mall, and then to keep them coming back to play, browse, and (hopefully) buy. If you are unfamiliar with the mall, one good resource is the CompuServe Magazine, where many of the Mall vendors place print ads describing their offerings and highlighting special features and sales.

The mall is separated into 28 categories for easy browsing (see fig. 15.9).

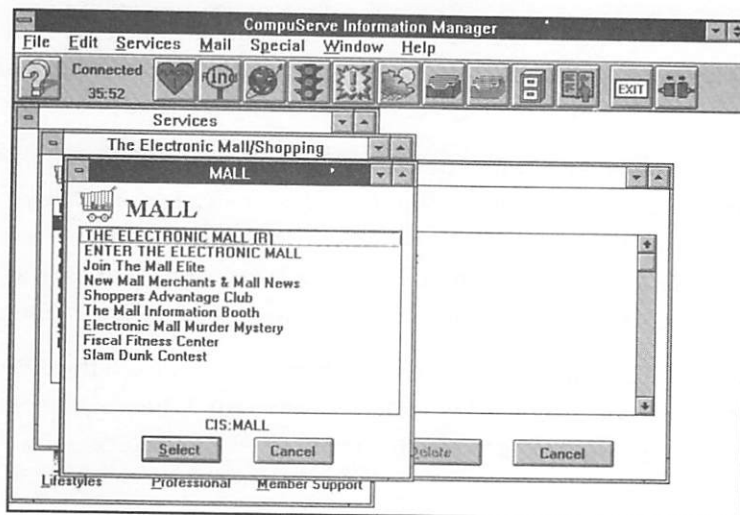


Fig. 15.9
Mall categories.

Once you get past the main menu window in WinCIM, you are dropped into a menu interface with numbers beside each choice. Press the number next to the menu item to either execute the command or read its description. To browse through the mall's offerings, you page through the screens using the navigation commands listed in table 15.1.

Table 15.1 Mall Navigation Commands

Command	Function
T	Go to the Top menu page
M	Go to the previous menu
Sn	Scroll from <i>n</i>
R	Resend a page
F	Go forward a page
B	Go back a page
N	Display the next menu item
P	Display previous screen

When you arrive at the desired merchant's top-level menu, you see the options for that section. Mall merchants may be running sales, or they may also be participating in one of the frequent mall-wide contests. These options

are shown in the menu. Read the merchant's Ordering Instructions—not all vendors handle the shopping process uniformly. Each product is designated with a number. Entering the number displays the item's description.

The Order command functions the same way for each store, but merchants may vary in payment and delivery options. Some merchants also offer extended warranty options. Again, pay attention to these options. When you find a product that you want to buy, press O for order. Your order will be stored in a personal holding file until you leave that merchant's store.

Press R to continue browsing the store in which you just placed the order. You can place as many orders in the store as you want. When you are finished shopping in that store, type **checkout**. An electronic order form appears.

During the order completion process, you are asked to specify your name, address, phone number, payment method, and delivery method. Next, you see an order summary; you have the option of changing any of your order at this point. You can cancel the order at any time by typing **exit** at any prompt on the order form.

After you indicate that your order is correct and complete, you automatically receive a confirmation number. Use this number if you need to inquire about the order. Make sure that you note this number—either electronically or on paper.

You can check the status of your order by contacting the mall merchant from whom you ordered the product(s). Many merchants include direct feedback sections, addresses, and telephone numbers in their on-line stores. In the case of a problem or dispute, contact the mall merchant. If you still need help, leave an Electronic Mall Feedback message (choose this option from the main Electronic Mall menu).

Questions about shopping in the mall are answered at the Information Booth (see fig. 15.10).

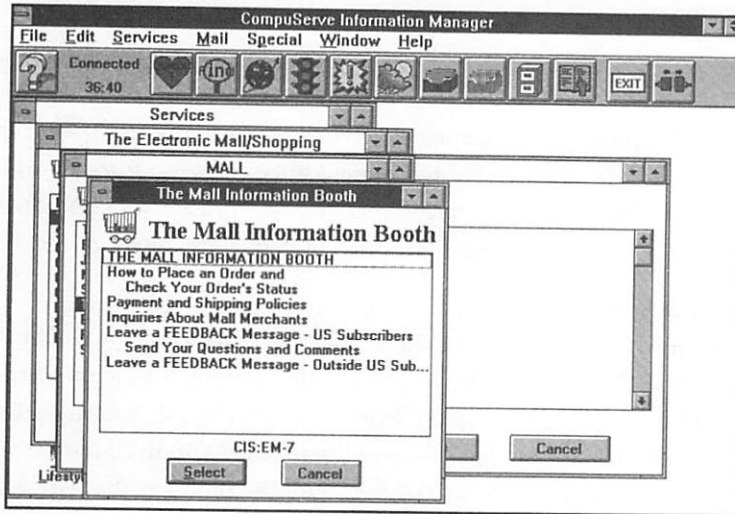


Fig. 15.10
The Mall
Information
Booth.

Mall merchants provide a variety of payment options, although it depends on where you choose to shop. To locate acceptable payment methods, read each merchant's Ordering Instructions before you start shopping. You can also locate payment methods and ship-to countries. From the Mall menu, choose Shop the Mall, and then by choosing either Shop by Department or Shop by Merchant.

Most merchants accept at least one major credit card. Some merchants may choose to bill you directly. Because most merchants accept credit cards, it is useful to have your credit card handy when ordering. You will be prompted for the type of card, card number, expiration date, and issuing bank.

Although some merchants include shipping and handling charges in the cost of the product, others add these to the final bill. Therefore, your final bill may be somewhat higher than the total cost indicated when ordering, due to shipping and handling charges, sales tax, and so on. Overall, expect to exercise the same caution that you would when dealing with any mail order vendor.

To overcome some of the resistance people might have to buying goods sight unseen, parts of the mall have instituted a viewer function. You can download pictures of items for sale as GIF files for viewing.

Shoppers Advantage Club

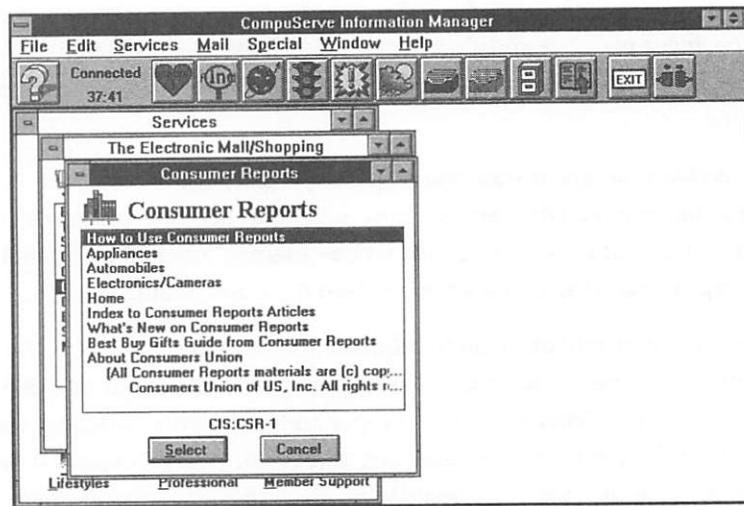
Shoppers Advantage Club (GO SAC) is a premium shopping service available through the Mall. Available for an annual membership fee of \$39.95, the Shoppers Advantage catalog claims to provide access to over 250,000 items at discount prices. Members and non-members alike can shop through Shoppers Advantage, but members always receive a discount price. Shoppers Advantage offers a wide array of name-brand products at very competitive prices.

Consumer Reports On-Line

The well-known *Consumer Reports* (go consumer) is available on-line in the Electronic Mall. This service lets you check the reliability of the products that you might be ordering. It is an excellent resource to be able to search the extensive *Consumer Reports* database and library to obtain information about any potential purchase. Once you have chosen the products that you want to evaluate, *Consumer Reports* provides the results of its lab testing along with an explanation of its criteria. Figure 15.11 shows the Consumer Reports main menu.

Fig. 15.11

Consumer Reports on-line is an excellent resource for researching product reliability and safety.



The Consumer Reports Automobile Finder is an exceptionally useful feature if you are car shopping. Under WinCIM, the process is as simple as filling out a form to specify the type of car you are looking for. Double-click or press Enter on a field to display the choices under a given category. Once you complete the search form, simply choose Select, and the service displays all the relevant reports on the vehicles that conform to your search criteria. You can read the *Consumer Reports* review of the vehicle and the specifications.

Additionally, the all-important follow-up reliability studies are included in the search where applicable. Overall, this feature is a new car buyer's dream. Figure 15.12 shows the Carfind feature in action.

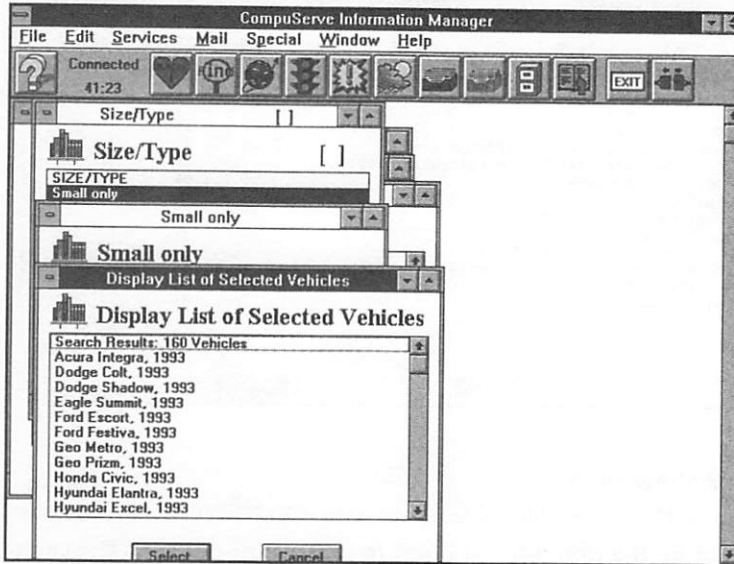


Fig. 15.12

The Consumer Reports Carfind feature lets you specify a car's characteristics and provides you with detailed specifications and recommendations.

Also available in the automotive section are reports on automotive products, such as tires, batteries, alarms, insurance, child safety seats, and car stereos.

Even if you are not in the market for a new car, *Consumer Reports* provides side-by-side comparative breakdowns of products from all the major makers in a given market. Using WinCIM, the process is fast and easy. From the Consumer Reports menu, choose the section that applies to the product you want to evaluate. These include:

- Appliances
- Electronics
- Home
- Automotive

You then can view all the products reviewed in the report by entering Models Tested/Rating. After you display a group of model reports, you can then display details on a particular product by double-clicking on it, or by pressing Enter. Figure 15.13 shows the display of an individual product report from the Consumer Reports database.

Fig. 15.13

Reports on a wide variety of products available. An overview of a given product area is available, along with specific detail on each product tested.

ELECTRIC TOOTHBRUSHES (September 1992)	
Guide to Ratings	
Features in Common	
Key to Symbols	
BRAND AND MODEL (10 Tested)	PRICE
Braun Oral-B Plaque Remover D5545	\$ 99
CHECK-RATED	
Interplak Family PB-2	99
Water Pik Automatic Toothbrush AT-10W	45
Teledyne Water Pik Plaque Control PC-2000W	50
Interplak Voyager TK-2	99
EpiDent C2500	79
DentiBrush BT-691-10	35
Interplak Plus PB-6	119
CONDITIONALLY ACCEPTABLE	
Sunbeam Automatic Angle Toothbrush 4205	66
NOT ACCEPTABLE	
Plak Trac PT-100	30

CIS:CSR-16623

New Car Showroom

The AutoNet/AutoBase New Car Showroom (GO NEWCAR) database is another spot for the would-be car buyer to get the low-down on the latest models. The service lets you access a complete database of specifications of almost all domestic and foreign models. It goes further by letting you run side-by-side feature comparisons of two different models. The database also has a Car Finder feature in which you answer a series of specification questions so that you can find matches in the database. Additionally, the New Car Showroom has the National Highway Traffic Safety Administration's new car assessment program crash test results. You can examine the test results from all the cars in a given size category. All the searches in this database are subject to small (\$0.20 to \$0.90) surcharges.

Softex

Softex is a software sales and distribution outlet that lets you choose software products on-line, buy them, and then download them to your system. Softex goes beyond the notion of shareware, providing commercial vendors the opportunity to deliver their software products directly to users, through CompuServe. The purchaser is billed by CompuServe.

You access the Softex catalog through a menu. You can browse by subject area or list the entire catalog contents. Choosing an item displays a detailed

description of the package. You then have an opportunity to buy it. If you choose to buy, you need to be prepared for downloading the program files. Most interfaces handle downloads automatically, but if you are using a standard communications package to access CompuServe, you may need to do more setting up (see Chapter 3, "Retrieving and Posting Information").

Playing Games on CompuServe

Gaming and entertainment on-line is a growing part of the on-line universe. Studies have shown that people use computers for games for 35 percent of all the time they spend computing. When they surveyed computer professionals, the number goes to 40 percent. CompuServe provides several gaming options. Games on CompuServe range from straightforward text-based trivia games, to a new generation of modem-sharing and multiplayer games that allow two or more users to interconnect and play a variety of adventure and arcade-type games.

Games and Entertainment is divided into two sections. Basic game products are part of the regular services. The extended products is where advanced, special feature games (specifically the multiplayer and modem-sharing games) are accessed. Figure 15.14 shows the main Entertainment/Games menu with all its options.

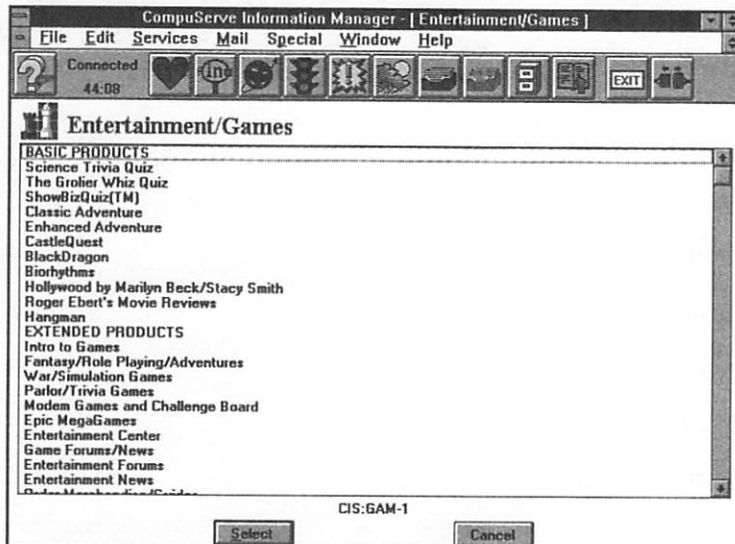


Fig. 15.14
The Entertainment/Games menu.

Trivia Games

Trivia games are the most basic game category. They let you test your knowledge against the CompuServe game provider's database. All trivia games work using the terminal interface. Most are multiple choice, but some require you to type a specific answer. Trivia games are especially popular with students (and out-of-work Ph.Ds). Available trivia games include the following:

The Science Quiz. The Science Quiz lets you test your knowledge of science with very challenging and specific questions that match the style and complexity of the questions found on the College Board's Achievement and Advanced Placement Tests. The questions are divided into categories (Biology, Chemistry, and Physics). The rules for the Science Trivia Quiz are simple. Select a game and answer the multiple choice questions as rapidly as possible. You are awarded five points for each correct answer. A Hall of Fame tracks high scores. This is appropriate for high school science students.

The Grolier Whiz Quiz. This is a trivia game that matches you against the computer, or against up to three other players, in a multiple-choice trivia game. Topics include:

Where in the world?

1991 in Review

Who said that?

Movies

Sports

Art & Architecture

The Bible

Music

Science

Literature

History

Myths and Legends

Players receive one point for each question answered correctly. Game scores are calculated by subtracting the total number of questions answered incorrectly from the total number of questions answered correctly. Game questions are appropriate to ages 12 and above.

ShowBiz Quiz. The biggest trivia area, ShowBiz Quiz has some 76 different categories to choose from, all related to the broad area of entertainment. To receive a score and category rating, you must answer questions in a category. There are approximately 50 questions asked in each category. Figure 15.15 shows a portion of the topics available.

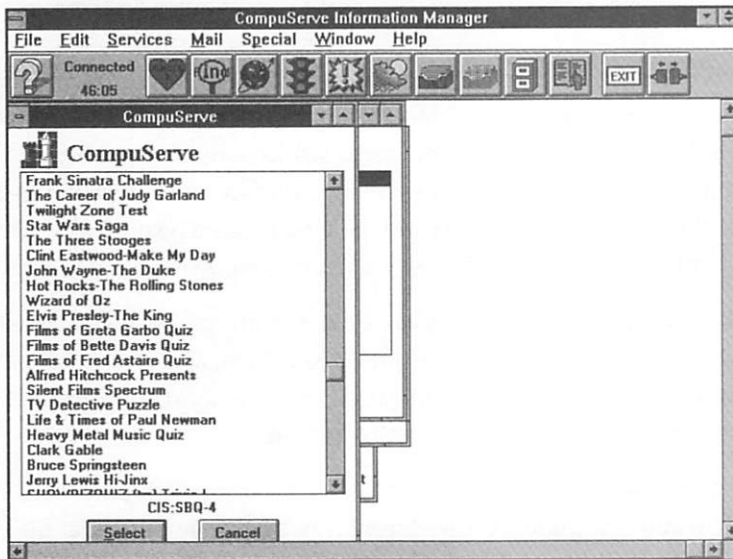


Fig. 15.15

The ShowBiz Quiz lets you test your knowledge of many entertainment-related topics.

Stage 2 Trivia. Stage 2 Trivia is available under the Parlor/Trivia Games section. This is the most challenging trivia game available. The game asks a series of six questions, the answers to which provide clues about a given name, place, or event. You type in your answer to each question, and the game tells whether you have the right answer. At the end of the six questions, you are prompted for the theme to which each of the answers pertained. Type in your guess, and score points for correct answers.

Adventure Games

"You are in a dark forest near a well. Nearby there is a locked metal gate. Bats fly overhead from west to east."

You must be in an on-line adventure game, one of the more popular diversions in CompuServe's gaming section, accessed by choosing Fantasy/Role Playing/Adventures from the Entertainment/Games menu. Adventure games place you into fantasy role-playing situations, letting you assume the identity of various characters and travel around in the "game world" encountering other characters and surprises galore. The object of these games is generally laid out in the beginning as some sort of puzzle or problem that must be solved (dragon slain, maiden rescued, and so on).

Play involves navigating in the game world, obtaining various powers, weapons, treasures, and alliances to aid in solving the problem or puzzle laid out as the object. The games come with sparse instructions, and you are on your own from there. If you have never tried an adventure game, it is best to try it first with someone who is experienced, because it could be difficult to pick up the frequently quirky nature of these games on your own.

Four basic adventure games are available through the games menu. These are Classic Adventure, Enhanced Adventure, CastleQuest, and BlackDragon. In addition to these basic games, CompuServe now offers two advanced adventure games: British Legends and Island of Kesmai.

Classic Adventure. This is the original adventure game—all other versions, both micro and mainframe, evolved from this. "You are standing at the end of a road before a small brick building. Around you is a forest. A small stream flows out of the building and down a gully." It all started here.

Enhanced Adventure. This is the enhanced version of the original adventure game. It extends the original adventure, providing more challenges and more dangers for the skilled player.

CastleQuest. A game set in a spooky Eastern European castle. The object of the game is to find the master of the castle and deal with him as needed while looting the castle of its treasures. You get maximum points for depositing the treasures in the vault.

BlackDragon. BlackDragon is a fantasy role-playing game set in a multilevel maze. You use magic in the maze and encounter many strange creatures (most of them are deadly). If you manage to survive the first level, nine more await.

British Legends. Set in medieval England, British Legends is a dense game world that is populated by all the players in the game at the same time. This lets you establish tournaments, and matches you against some of the other players if you want to set it up that way. This is a very rich and engaging adventure.

Island of Kesmai. "Adventurers visit the remote Island of Kesmai seeking fame, fortune, and the loot of ancient catacombs; but often find unfriendly warriors, demons, and lonely death."

Players navigate around the Island of Kesmai and through its catacombs searching for riches and hoping to avoid danger. In the midst of your wanderings, you will meet and interact with the inhabitants of the island: townspeople, warriors, and the many monsters.

Wargames/Simulation Games

In addition to the adventure/role playing games, there are also a set of games that involve various types of tactical action. These games are played on a simulated battlefield, and the action proceeds as you move your spaceship or tank around, fighting off enemy fighters and other players. You play these games on a battlefield grid, entering horizontal and vertical coordinates to make your moves. Once you move, the battlefield grid is redrawn to show the move.

Coordinates are given as a number pair. The vertical sector position is given first, then the horizontal sector position. The symbols represent various objects in the games (enemies, bases, obstacles). The object is generally to score a sufficient number of points to be recognized as the clear winner.

Playing these games takes a bit of getting used to, as the navigational screens refresh and change as the game progresses. There is constant action in the game; you are constantly battling, exploring, settling, or experiencing some other action. Each action has its own corresponding commands. The command sets can be quite extensive and tricky to learn, but these games become quite exciting and addictive, especially if there are a fair number of players in the game space. The Wargames presently available are MegaWars, MegaWars III, and Air Traffic Controller.

Tip

Always download the game instructions before playing. In the case of fantasy games, it is important to have all the background on your character and all the different characters and elements in the game.

MegaWars. MegaWars is a multiplayer space game played by two teams. Each team is composed of up to five players who may arrive or leave at any time. The mission is to pilot a starship through space and gain control of a galaxy by capturing neutral planets and building them into starbases before enemy players and enemies destroy you.

MegaWars III. MegaWars III is a multiuser space war game that simulates the expansion of humanity into unknown reaches of the galaxy and the colonization of planets suitable for human habitation. The game consists of two separate phases. In the first phase, the player flies around the galaxy exploring for new planets to colonize and fighting off the enemies that are encountered. In the second phase, the player manipulates the living systems on the bases he or she has captured.

Air Traffic Controller. Air Traffic Controller (ATC) simulates an air traffic controller's duties. In the game, you are responsible for all planes in a sector of airspace. Your mission is to guide the planes safely through your assigned airspace or to an airport in your sector. There are several levels of difficulty to choose from. Scores are kept for each 10- to 12-minute "shift" you play.

Modem-to-Modem Play

Most of the games discussed so far pit you against CompuServe's computers. Serious gamers are always looking for another challenge. They want to seek out new opponents, and they want the capability to play the games they choose, not just the few available on CompuServe. To serve these serious game players, CompuServe has established three special services that support "modem-to-modem" (MTM) play. Using the MTM gaming services, you can connect a game on your system with communications capability through the CompuServe network to another player with the same game. This lets you play one-on-one through a live connection. CompuServe also provides a Modem Gamers lobby to help you find an opponent when you want to play.

First, the Modem Games forum brings gamers together to discuss microcomputer-based games that support modem play. The forum features an electronic bulletin board for message correspondence, data libraries for file exchange, and conference rooms for real-time interactive discussions. This is a good place to find out what kinds of games are available, and more important, who the players are. It is also the place to find a game of backgammon at 3 a.m. Type **go modemgames** to access this forum.

Second, CompuServe offers the Challenge Board, an electronic directory of modem game players. Participants enter a profile of games they can play and their location (important because there are connect charges involved). This directory lets gamers search for opponents for most commercial, public domain, and shareware games that support the play-by-modem feature. Type **go challenge** to access the Challenge Board.

Finally, there is CompuServe's MTM on-line Gaming Lobby. This service lets players connect their modem-capable games to opponents through the CompuServe network. The MTM Lobby affords players the convenience of staying on-line for all aspects of modem gaming, connects them to international opponents at reduced CompuServe connect rates, offers both players anonymity (neither party needs to give out their phone number to connect), and offers each gamer the opportunity to choose from hundreds of potential opponents.

Playing Modem Games On-Line

CompuServe's MTM Gaming Lobby lets members play almost any modem-to-modem game with other members. Games can be scheduled in advance by using either the Challenge Board or the Modem Games forum. Games also can be arranged by visiting the Lobby and looking for other players there.

Basically, modem gaming is a way to use the CompuServe network to interconnect with distant players. To play, you use CompuServe to make the connection, then you withdraw from your communications package (CIM, or other package), and then you run the game, which has its own communications protocol. Once finished, you drop the connection between the games and reenter CompuServe through the already-established connection.

1. To play a modem-to-modem game, first go the MTM Gaming Lobby. Type **/users** to find out who else is in the Lobby. Then type **/game** and the name of the game you want to play.
2. Use the **/challenge** command to start a game with another player. Other potential players are identified by number in the Lobby. To challenge player number three to a game of tank, you would type: **/challenge 3 tank**. To accept a challenge from another player, type **/accept #**, where # is the player number of the player who challenged you.
3. After a challenge and acceptance, both players will receive messages such as:

Switch to *game title* when connected...

Connected to *connection ID*

4. You then establish a direct connection between yourself and your opponent through CompuServe. At this point, exit your communications program while staying on-line (maintaining the connection through the CompuServe network) and run your game.
5. When the game is loaded, each player needs to configure the game communications parameters. Because both computers are already connected with one another, you must configure the game as a direct connection. Also, the game's baud rate and communications port must match the settings that you used for accessing CompuServe. You need to negotiate game options (good vs. evil or blue vs. red, for example) in the Game Lobby before you get started.

Once you and your opponent have completed a match, exit the game and reload your communications program. To return to the Lobby, send a BREAK (Ctrl+C) signal. You see the following prompt:

```
>> NET CMD MODE <<
>>
```

You are now at the CompuServe network prompt (as opposed to the CIS prompt). Once this prompt appears, type the command **LG** and press Enter. The LG command is not echoed to your screen. The following message should appear:

```
>> EXIT <<
```

CompuServe offers head-to-head PC game-playing capability at a reduced connect rate of \$6-per-hour (total) for all baud rates 2,400 and under. Notice that 9,600 baud is not supported. This reduced rate does not include any applicable communication surcharges. The \$6-per-hour rate goes into effect once a match begins and players leave the Lobby to connect a game. Standard CompuServe connect charges are in effect while inside the Lobby.

Modem-to-modem gaming is the next level in computer gaming. It gives you the chance to find and play with real opponents, using the games that you supply. CompuServe has tapped into this unique and expanding area, providing the capability for people all over the world to link up and engage in some friendly, though occasionally heated, diversion.

Other Games and Entertainment Features

There are several other gaming and entertainment services available, which are discussed in the following sections.

Hangman

The grade school favorite is available on-line. Kids are sure to flock to it, as they always have. Guess the word before you run out of chances.

Biorhythms

You can generate your own biorhythm charts and get the resulting output as a GIF file, which you can then print. Find out when you might be going "triple negative" and make plans to stay home in bed.

Astrology Calculator

Found under Parlor/Trivia Games, this service produces detailed, professional-quality astrological charts. It does not provide any interpretation. The service prompts for detailed input (including longitude and latitude of place of birth) and produces a printout that would be impossible to interpret without an astrological reference book or experienced chart reader.

The Electronic Gamer

Found under the Modem Games and Challenge Board menu, the Electronic Gamer Archives contain a wealth of gaming information. It is conveniently compiled and carefully indexed to serve as an excellent reference. The Electronic Gamer is the authoritative voice in the area of electronic games, and CompuServe presents all of its reviews, Gazettes, and Walkthrus on-line in the gaming area.

Gaming and Entertainment Forums

CompuServe maintains a variety of special-interest forums that revolve around games and sporting pastimes. Found under the Modem Games and Challenge Board menu, these forums are resources for people interested in gaming. They can be especially useful for getting insider hints and tips about playing various computer and video games. The Gamers forum is a cornucopia of "cheat sheets" and maps for various computer and video games. These forums tend to be large and quite active.

Epic MegaGames

Epic is a leading computer game shareware publisher. It produces Epic On-Line. For a nominal surcharge of \$3, you can download the shareware version of Epic's featured Game-of-The-Month. Downloads are free of connect time charges, but communication surcharges, if any, still apply. And, with each Game-of-The-Month you download, you receive a \$3 usage credit.

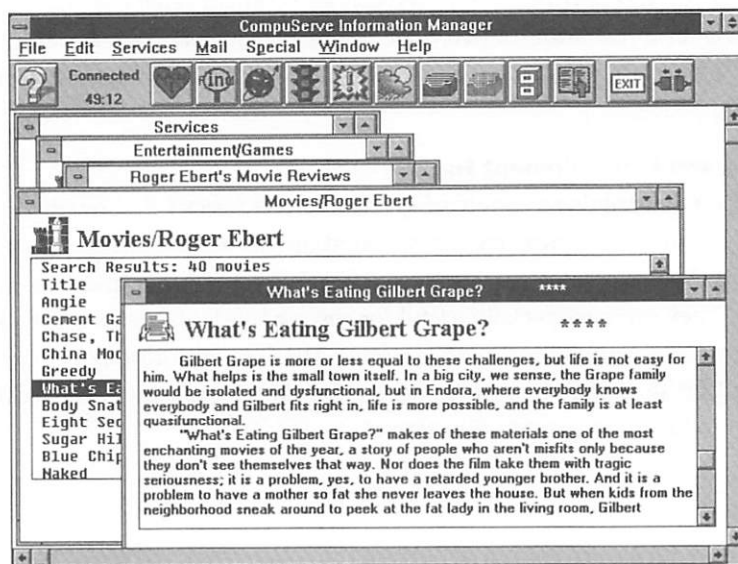
Entertainment News

A variety of entertainment-related news services and forums are also available on CompuServe. Some of the significant features are discussed in the following sections.

Roger Ebert's Movie Picks

Well-known film reviewer Roger Ebert's film and video reviews are available (GO EBERT). The service provides access to the Pulitzer-prize winning critic's reviews of hundreds of movies, both contemporary and classic. Additionally it provides film news, celebrity interviews, a film glossary, essays on film festivals, and a movie lover's source list telling you how to find obscure videos. This is a nicely done service. One of the choices, The New Movie Guide, provides you with an immediate 1 to 4 star rating system of recent releases, as well as providing you with access (through a double-click in WinCIM) to a complete review of the film. This is a good resource when looking for a good movie to see or for finding a good video to rent. Figure 15.16 shows an example of the New Movie reviews that are available.

Fig. 15.16
Roger Ebert's
Movie Reviews.



Hollywood by Marilyn Beck/Stacy Smith

This is a Hollywood gossip column in the grand style. Every day, well-known Hollywood reporters Marilyn Beck and Stacy Jenel Smith deliver a new juicy tidbit from Tinseltown.

Entertainment Forums

CompuServe offers several entertainment-related forums (see fig. 15.17). Some, such as RockNet and the ShowBiz forum, are now frequent hosts to stars and celebrities who go into the conference areas and take questions from lucky forum members who get through to them.

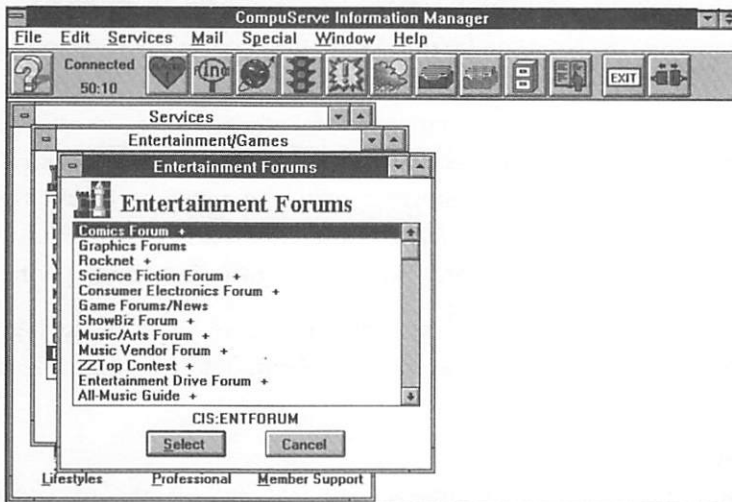


Fig. 15.17
The Entertainment
Forums menu.

All Music Guide

Another exciting database feature is the All Music Guide (AMG), which claims to be the largest collection of ratings and reviews of music albums available. The reviews are also open to public comment. The All Music Guide lets you use fields to search a large database of data and commentary about contemporary recordings. The AMG is a work in progress, changing daily through the contributions of its users.

Special Interest Forums

CompuServe's special interest forums cover a wide variety of hardware, software, professional, social, and recreational interests. The diversity of the forums can make finding all the ones that interest you the biggest challenge in using them. WinCIM makes finding forums easier by offering numerous topical groupings for related forums. All the forums and services that relate to the topic are found on a menu under the topic heading. This allows forums to be placed in more than one area, as the topics and interests they represent certainly overlap.

Of course, CompuServe is always changing and expanding. As a result, not all the forums may be found under the listings here. To get the most up-to-date listing of forum information, including complete listings of all message, library, and conference areas, go to the Help Forum (GO HELPFORUM). In the Help Library section there is a file called `List of all public forums as of ...`, which contains the most recent information. This file is large (about 180K), but it contains detailed information about all the forums and can be a useful reference if you are searching for something specific.

Next we look at the structure of the forum menus, and in doing so, highlight some of the various forums to illustrate the depth of interest available in the forums.

Arts/Music/Literature

Arts/Music/Literature, found under the Lifestyles menu, is the place where you find forums representing diverse interests—from the old masters to comic books. The arts forums are a place both to learn about the appreciation of fine arts, and as a place for professional artists to meet and share professional insights.

These forums are listed under the Arts/Music/Literature menu:

- Literary Forum (GO LITFORUM)

- Science Fiction/Fantasy Forum (GO SCIFI)

- RockNet Forum (GO ROCKNET)

- MIDI/Music Forum (GO MIDIFORUM)

- Comic/Animation Forum (GO COMICS)

Showbiz Forum (GO SHOWBIZ)

Fine Art Forum (GO FINEART)

Music/Arts Forum (GO MUSICARTS)

Some of these forums let you access libraries of GIF graphics that you can view on-line, turning the forum into an electronic gallery of sorts. The MIDI forum also features songs composed in the Musical Instrument Digital Interface format.

RockNet provides an interesting example of a forum that plugs you into the fast-moving modern music scene. RockNet features news and reviews from users and tracks the comings and goings of artists as they travel throughout the world.

Aviation

There are two aviation forums: Aviation (GO AVSIG) is for professional aviators. The Model Aviation forum (GO MODELNET) discusses the interests of hobbyists.

Education

CompuServe has always had a special appeal to educators, who have seen the use of on-line services grow into an integral part of their teaching resources. Indeed, many schools and museums keep a CompuServe address available for students to use to learn about the world on-line. These forums are listed in the Education menu:

Attention Deficit Disorder Forum (GO ADD)

Computer Training Forum (GO DPTRAIN)

Dinosaur Forum (GO DINO)

Education Forum (GO EDFORUM)

Educational Research Forum (GO EDREASEARCH)

Foreign Language Forum (GO FLEFO)

IBM/Special Needs Forum (GO IBMSPECIAL)

LOGO Forum (GO LOGO)

Science/Math Education Forum (GO SCIENCE)

Students Forum (GO STUDENTS)

The Computer Training forum is well known throughout the computer industry as a resource for ideas and tools to enhance computer training. Its leader, Elliott Masie, is one of the foremost practitioners of a specialized brand of training that helps adults adapt to using computers. This forum is also a place where free on-line professional seminars are taught.

Food/Wine

The Food and Wine forums, found under the Lifestyles menu, are places to discuss and share recipes, and to generally celebrate the good life. Cooks on-line (GO COOKS) is a haunt for gourmet cooks. The Bacchus Wine Forum (GO WINEFORUM) is a place to learn about wine and beer—both the appreciation and the making of it. Indeed, the home brewing area here reflects the recent upswing in interest in making beer at home. A newsletter called *The Informed Enophile* (wine lover) is also available in the wine forum.

Health/Fitness

The Health/Fitness menu gives you access to a large body of information about health-related matters. The forums here tend to professional matters, look at alternative approaches, and relate to specific health problems that are shared by forum members. These forums are listed in the Health/Fitness menu:

Attention Deficit Disorder Forum (GO ADD)

Cancer Information Forum (GO CANCER)

Diabetes Forum (GO DIABETES)

Disabilities Forum (GO DISABILITIES)

Handicapped User's Database Forum (GO HUD)

Health & Fitness Forum (GO HEALTH)

Holistic Health Forum (GO HOLSITC)

Human Sexuality Forum (GO HUMAN)

It should come as no surprise that the two forums listed under the Human Sexuality areas are very popular spots on CompuServe. The Human Sexuality forums are part of a subsection that includes a reference database and access to a variety of professionally published works dealing with the whole spectrum of human sexuality. The forums are also the scene of some very interesting on-line conversations, to say the least.

Hobbies

This menu gives you access to the various hobby sections that have developed on CompuServe. Enthusiasts cluster in these forums to discuss developments in their field of interest and to share tools (and toys) that they have found. See the following list:

- Aquaria/Fish Forum (GO FISHFORUMS)
- Astronomy Forum (GO ASTROFORUM)
- Collectibles Forum (GO COLLECT)
- Comic Book/Animation Forum (GO COMICS)
- Crafts Forum (GO CRAFTS)
- Genealogy Forum (GO ROOTS)
- HamNet Forum (GO HAMNET)
- Living History Forum (GO LIVING)
- TrainNet Forum (GO TRAINNET)
- Outdoor Activities Forum (GO OUTDOORS)
- Pets Forum (GO PETSFORUM)
- Pet Product/Reference Forum (GO PETPRO)
- Photography Forum (GO PHOTOFORUM)
- Space Forum (GO SPACE)

One of the interesting places to look among the hobby section is the genealogy forum (GO ROOTS). Here experts in the field meet to discuss the tools of their trade—tracking down family histories. The forum library contains graphics files of various family coats-of-arms, as well as a library of software that helps in the tracking and maintenance of family histories.

Professional Interests

CompuServe has always been a magnet for professionals who use on-line services as a meeting place and as a reference point. Professional forums tend to revolve around one or more professional organizations, or in some cases, around publications. Several professional groups have whole sections devoted to their interests—broadcast professionals have the InCUE on-line and

engineers have EETnet from Electronic Engineering Times. These sections provide reference databases in addition to the attached forums. Other professions—such as legal and medical—have an entire menu that provides access to related reference services and forums.

From the Forum menu, the Professional Forums main menu breaks out as follows:

- AMIA Medical Forum (GO MEDSIG)
- Aviation Forum (GO AVSIG)
- Broadcast Professionals Forum (GO BPF)
- Computer Consultant's Forum (GO CONSULT)
- Computer Training Forum (GO DPTRAIN)
- Court Reporters Forum (GO CRFORUM)
- Engineering Automation Forum (GO LEAP)
- European Community Teleworkers Forum (GO ECTF)
- Entrepreneur's Small Business Forum (GO USEN)
- Ideas, Inventions & Innovations Forum (GO INNOVATION)
- International Trade Forum (GO TRADE)
- Legal Forum (GO LAWSIG)
- Journalism Forum (GO JFORUM)
- Office Automation Forum (GO OAFORUM)
- PR and Marketing Forum (GO PRSIG)
- Safetynet Forum (GO SAFETYNET)
- Working From Home Forum (GO WORK)

All these forums are gathering places for the professionals in that category. One interesting professional forum is Safetynet, which is a gathering place for law enforcement officials, firefighters, and emergency medical professionals. It also covers the entire area of safety, from hygiene to hazardous materials handling. It is also a meeting place for the American Industrial Hygiene Association (AIHA) and the American Conference of Governmental Industrial Hygienists (ACGIH).

Special Interest Forums

Special interest is a catch-all term representing forums that cover a wide variety of interests. There is no real organizing principle to this area other than covering topics that do not fit under any of the other main categories, such as:

- California (GO CALFORUM)
- Computer Art (GO COMART)
- Consumer Electronics (GO CEFORUM)
- Democratic (GO DEMOCRATS)
- Dinosaur (GO DINO)
- Earth (GO EARTH)
- Electronics Vendor (GO EVENDOR)
- Family Handyman (GO HANDYMAN)
- Gardening (GO GARDENING)
- Human Sexuality (GO HSX)
- Ideas, Inventions & Innovations (GO INNOVATION)
- Issues (GO ISSUES)
- Japan (GO JAPAN)
- JFK Assassination Research (GO JFKFORUM)
- Living History (GO LIVING)
- Masonry (GO MASONRY)
- Mensa (GO MENSA)
- Military (GO MILITARY)
- Missing Children (GO MISSING)
- Music/Arts (GO MUSICARTS)
- New Age (GO NEWAGE)
- Outdoors (GO OUTDOORS)

Political Debate (GO POLITICS)

Recreation Vehicle (GO RVFORUM)

Religion (GO RELIGION)

Republican (GO REPUBLICANS)

Science Fiction/Fantasy (GO SCIFI)

Seniors (GO SENIORS)

Space/Astronomy (GO SPACE)

UK (GO UK)

White House (GO WHITEHOUSE)

Working From Home (GO WORK)

The special interest section is where you find most of the political debate on CompuServe. Each of the major parties maintains a forum here to represent its own best interest, and to provoke and stimulate debate. Each part uses the forum to present its policy agenda, and executives from the party present party views on issues of the day. The Issues forum is home to a freewheeling series of debates and discussions across a broad spectrum of areas. Likewise, the Political Debate forum houses structured debates on topics of national interest. Finally, the White House forum gives CompuServe members access to the Executive department staff members who serve as forum SYSOPs. This access, in turn, can give you a special access to the halls of power if your ideas and arguments are sufficiently compelling. The White House forum is also used as a distribution point for transcripts of speeches by cabinet members and other departmental officials.

Sports Forums

Under the Sports Forums menu there are two forums listed. The Sports forum (GO SPORTS) covers all the major sports, providing access to news, opinions, and even graphics. It is a hotbed for the emerging rotisserie sports leagues that let players use athletic statistics in competing for prizes. The Motor Sports forum (GO RACING) provides in-depth coverage and discussion about the field of motor sports. The Sailors forum provides information about sailing—covering both organized sport sailing and amateur adventures. The SCUBA forum (GO DIVING) covers the world under water, providing information on equipment and maps to good diving sites.

Graphics Forums

The Graphics Forums menu (GO GRAPHICS) from the Computers main menu calls up a list of graphics-related forums. The Image Collection forum contains the following:

- Archive Photos Forum (GO ARCHIVE)
- Computer Graphics Forum (GO CORNER)
- Quick Pictures Forum (GO QPICS)
- Graphics Plus Forum (GO GRAPHPLUS)
- Glamour Graphics Forum (GO GLAMOUR)
- Missing Children Forum (GO MISSING)

These forums contain GIF and JPEG graphics of the work of commercial and amateur artists practicing the emerging art of digital graphics and photos. Another option under the Graphics menu is Other Forums with Graphics. This lists over 20 different forums that contain graphics. One notable source is the Reuter News Pictures forum (GO NEWSPI), which contains many of the photographs that go on the Reuters Picture wire, from Washington, Canada, and the World wire.

Other Forums and Issues

Dividing CompuServe's forums in a logical and concise way is obviously impossible. The WinCIM interface at least allows the forums to appear in multiple menus, providing you exposure and access to them from multiple points. There are some other ways of looking at the system that are not yet worked into menus: all the forums related to other countries or regions (Europe, U.K., Japan) could be related, for example. CompuServe's printed directory divides the services in this way. Other forums are still stranded without a menu entry. The Electronic Frontier forum (GO EFFSIG) is one such example. Not all the menu entries will connect with what you are looking for. The best advice is to put the forums that you visit with any regularity in your Favorite Places database by pressing the Heart button on the ribbon.

As you can see, the Special Interest forums run the gamut of topicality. The level of discussion and information included likewise cover the spectrum between outright newcomer and people whose lives are defined by their topics. The Special Interest forums are a unique blend of lifestyle, cultural, and professional interests. Their sheer number reflects how highly specialized

some interest areas are. The anecdotal evidence (if you read through forum postings) is that those who invest a moderate amount of time in a forum interest area find the process highly valuable.

Commercial Product Support

Perhaps CompuServe's most visible role is as the major nexus of on-line computer support. With over 150 individual forums supported by vendors, the CompuServe support forum structure is the most impressive, and arguably most valuable, part of the system.

Product support is a difficult and expensive proposition for hardware and software vendors. Indeed, it is now being recognized that the days of unlimited free support for products is coming to a crashing end. The phone call to technical support will no doubt in the future be a call to a 900 number pay service, with the meter running from minute one. And too often, someone calls technical support and the problem is solved, but without hard copy or electronic follow-up, the solution is soon forgotten, so a recurrence of the problem entails yet another support call.

On-line technical support does away with most of these problems. The support is not free, but once you know exactly where you are going and how to search for information, it can be much less expensive than hanging on the line with a technical support person. Additionally, once you do get an answer, you can immediately print it and file it electronically for future reference. Beyond that, the search process may lead you to information that solves problems that were not the source of concern at the time you did the research, but which were "back burner" problems. Suddenly, the path to real expertise is laid out before you.

The number of support forums and the level of activity they generate proves that the system works. If, for example, you bought a new printer and found that the included drivers were incompatible with your software, and you knew that new drivers were available, what would you rather do? Call the vendor and request them to be mailed to you or log in to the vendor's support library on CompuServe and download the new drivers so that you can be up and running the same day? The answer is obvious.

Vendors love on-line technical support because it off-loads a bit of the cost onto you, the user. But more importantly, it allows their technical support

staff to work more actively and effectively with the problems that occur. If you are providing telephone technical support, you may need to answer the same question 1,000 times from 1,000 different users. If 1,000 on-line users have the same question, the vendor needs to answer only once and post the answer for all to read. Beyond that, support technicians prefer the steady work flow that on-line support involves, rather than the sporadic nature of phone support where some times are hellishly busy and others are deadily dull. Some vendors even admit publicly that they assign their best support people to on-line duty—it is the plum assignment for support technicians.

So you, as a user, should try to ensure that the vendors from whom you buy both hardware and software make themselves available on CompuServe.

Understanding Support Forum Structure

You access the support forums from the main Services Dialog menu by selecting Computers. The Computers/Technology menu is displayed. The two relevant sections are Software forums and Hardware forums. To access a software vendor, select **Software**. You are presented with 125 selections. Most of these are vendor support forums. Others are forums related to special interest forums in the software area (for example Graphics forum, CD-ROM forum, and Desktop Publishing forum). These specialized forums may also be where smaller vendors, who do not need an entire forum, can provide support in one of the library sections.

The forums that carry the name of a specific vendor are where you get support for that vendor's products. Some vendors are so large that they devote entire forums to specific products or interest areas. Some vendors support multiple forums, generally divided by product. Indeed the largest of them, such as Microsoft, supports a full-scale international support forum with over 30 subdivisions. Under Microsoft, you can find four Windows third-party vendor forums each containing the support libraries of about 50 small vendors whose products run under Microsoft Windows.

Likewise IBM maintains several forums to support OS/2 third-party developers. Under the IBM PC forum section is a further subsection of 10 forums that each support eight or more vendors.

Novell Corp. maintains a NetWire service that functions more as a separate on-line service (because it does not use the forum structure for providing support). Rather, its NetWire is interactive, and is set up to provide database access to information.

Still others, such as WordPerfect, use a hybrid of user forum and separate database and communications with technical support staff to manage support. Each vendor approaches on-line support differently, and CompuServe is sufficiently flexible to accommodate this multitude of approaches. Of course, the down side of this is that all these approaches keep you on your toes, because you can never quite be sure what approach a given vendor has taken.

Using Product Support Forums

Product support forums are laid out like all CompuServe forums. To access them, you have to join or visit them. It is best to join a vendor's forum if you own its product; joining lets you contribute to the forum and download from it; visiting only lets you look at the messages and the library area.

Forums have three main components: messaging, library, and conferencing. If you need support, the first place to check is in the library. Search the library for files with titles including "Technical Notes" and look for files with "FAQ" (Frequently Asked Questions) in the title. These files contain solutions to problems that have been worked out in advance. Most likely your problem is here, so it pays to stop here first. This saves you time and reduces the need to wait for an answer to your question. You search the library by following these steps:

1. Browse the available library sections, either by pressing the Display Available File Sections button on the toolbar, or by choosing Library, Browse. This pulls up the names of the file sections. Look to see which of the sections matches the product you are looking for.
2. Choose the section that matches the product you are looking for. In vendor forums, there are usually separate sections for each separate product or product line.
3. If you see a library section for the product that you own, enter that section either by double-clicking, or by highlighting it and pressing Enter. This brings you to the screen for that file section.
4. Once you are in the file section, scan the descriptions for the file that you are looking for. When you find a file of interest, read its **Description** by pushing that button, **Mark** the file for later retrieval, **Retrieve** (download) the file from the file area immediately, **View** the file's contents if it is a text or viewable graphics file, or **Close** the window from that file area.

If the technical notes and FAQs fail to do the trick, you need to do some more detective work. You need to search the messages on the forum using the product's name as your topic. You can also use keywords that apply to the problem to narrow your search. The postings that your search turns up may or may not answer your question. Most vendors advise that you concentrate on finding Technical Notes or FAQs where they have posted most of the available support information. This will save you time and reduce the need to wait for an answer to your question.

Support people are not the only ones who respond to posted messages. The CompuServe forums are public, so anyone could post an answer. If you have a doubt about the information, you can contact the forum's SYSOP (the person responsible for running the forum, usually a company employee) by sending mail to SYSOP, and double-check the information.

Note

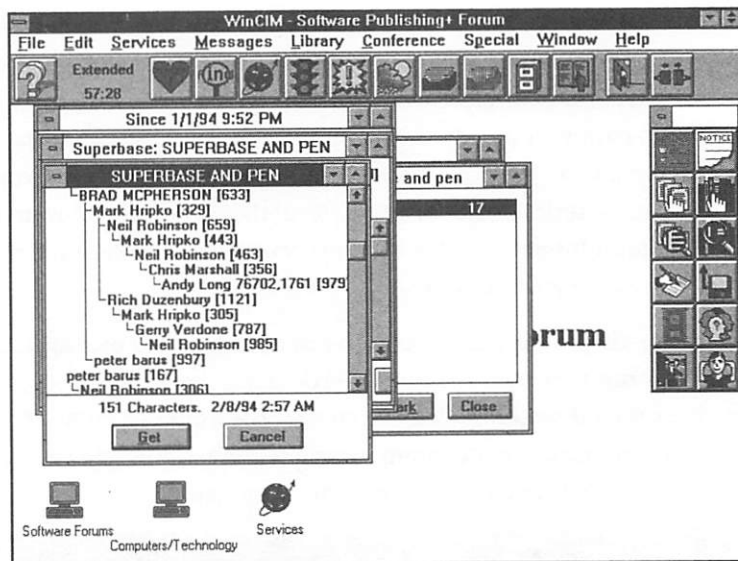
When you go into a forum for the first time, check the library and message section descriptions. It is best to start with a good overview before diving in. Also, in most forums, when you enter the first time there is a News Flash. This generally lists the names, and occasionally the mail addresses, of the SYSOPs. Otherwise, the SYSOPs are all listed under the Announcements menu. Take note of their names; they tend to be the most valuable resources in the forum.

If your initial search does not work, you should then browse the message base. This pulls up the topics that the message base is divided into, and the topics usually conform to product names. Before browsing, it is important to set the date (choose **Set Date** from the **Messages** menu) because the messages are sorted by date. Set a date well before the current date (one year is OK). Otherwise, you might miss a posting from a date earlier than the default date set when you last entered the forum.

If you are using WinCIM, your options are **Select**, which opens the topic that you have chosen; **Mark**, to mark the topic and move on to another; and **All**, to mark all the topics. When you select a topic, you can then get and read the postings on that topic. An interesting feature of WinCIM is the Map command, which in structure form shows the development of the ideas, and can be useful identifying who is particularly knowledgeable about topics in which you are interested (see fig. 15.18).

Fig. 15.18

The Map of a message thread. The numbers beside the names show the message's length.



If you have browsed and searched in both the library and the messages, and you still have not found an answer to your question, then you need to put together your own message to post in the message section. You need to sit down and clearly and concisely describe the problem you are having. Be specific about when it occurs and the conditions under which it occurs. Don't include any comments about why you think it is happening unless it adds information to the message. You can work off-line to write the message; you can, for example, use the Create Forum Message option on the WinCIM Mail menu. Chapter 4 gives you more detail on using WinCIM to create messages off-line.

Tip

If you see someone post something that you found particularly helpful, send them a message and acknowledge it. This person can become a partner in your own education about a product, and about computing in general.

Before you post the message, you want to make sure that you address it to the right section. To find the message sections, choose the Message Sections button on the Forum toolbox, or from the Messages menu, choose **B**rowse to display the message sections.

When you compose a forum message on-line using WinCIM, the section names are automatically placed into the message. You can select the section you want your message to appear in by scrolling using the down arrow. Remember, perhaps the most important part of your message is its subject line. When others browse the message section, all they see is the subject line. Avoid subjects that give no information such as "Big Problem." Instead, try to capture something about the problem that will grab attention and tell others what you might be looking for, such as "Hard Disk Format Errors."

Most messages are posted as public messages (you put **All** in the To: field). If you have a specific question or concern in a vendor forum, you can address the message to SYSOP, who is the company's representative in the forum. They may be able to answer questions directly, or refer you to someone in the company who can.

As noted before, not all vendors use the forum structure for on-line support. Some vendors' methods include using menu options to access the messaging areas where you ask for help. The requests for support are separate from any user input. This has advantages and disadvantages. As noted, there is potential for people to jump into a support message thread and provide misinformation. Some vendors choose to be better safe than sorry, but they also eliminate the helpful, community feeling that the support forums can acquire.

Also note that SYSOPs in busy support forums tend to keep the messaging sections cleared of older material. The messaging sections in support forums are not so much archive reference sections as they are discussion areas for people with concerns. The level of these discussions can seem quite high and may be intimidating if you are a newcomer. There is no reason to feel that you cannot participate, however. In a well-run forum, all questions and issues are honored equally.

Forum Libraries

Forum libraries have already been mentioned as sources for technical notes and frequently asked questions. Libraries are also where vendors store and catalog files that they need to distribute. These files include patches (bug fixes and workarounds for programs), new driver sets, and new add-ins. The advantage of participating in the vendor forums is clear—you can learn about the availability of upgrades and fixes as soon as they become available. This is an excellent way to maximize your investment in a product. You can keep up with all the upgrades and additions as they become available.

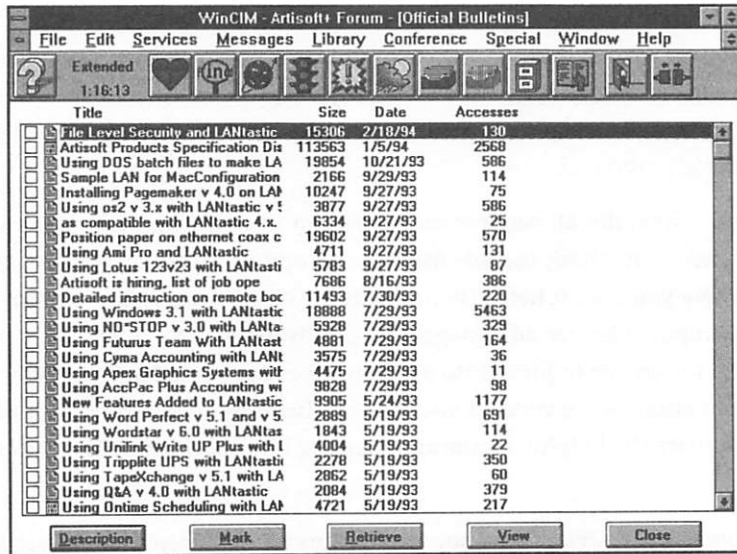
Again, vendors take a variety of approaches in providing access to files and other resources. Microsoft has its own file area to manage access to over 1,200 files; you use a database form to set search criteria (see fig. 15.19).

Tip

If you have discovered a neat trick or workaround with a product, post it to the vendor's forum. Some vendors run contests for tip of the month.

Fig. 15.19

Vendors can place any kind of information into your hands using their support forum.



Forum Conferences

The third component of the forum is the conference section. Live topical discussions are carried out among forum members. Most forums have a scheduled conference time for those interested to meet. A topic is set, and members can log in at the appointed time. You can then join the conference and participate as you see fit: either actively, or passively "lurking" to see what others have to say. The quality of the forum conferences is a function of the effort invested by the SYSOPs, so if you want to promote conferencing in a Vendor forum, let them know.

Support Forum Listing

This is a current list of the available computer-related support forums. These forums are sponsored by hardware, software, and publishing forums in the computer field. In some cases, vendors operate more than one forum, or may even operate complete support centers, with multiple forums and searchable reference databases and file libraries.

ACI US Forum

Adobe Forum

AI Expert Forum

Aldus Corporation

APPC Information Exchange Forum
Apple Macintosh Forums
Artisoft Forum
AskCom
Autodesk Forums
Banyan Forums
BASIS International Forum
Blyth Forum
Borland International
CADD/CAM/CAE Vendor Forum
Canopus Forum
CASE - DCI Forum
CDROM Forum
Central Point Forums
ChipSoft Forum
Clarion Software Forum
Claris Information Center
CompuServe Help Forum
Computer Associates
Computer Consultants Forum
Computer Language Forum
Corel Forums
CP/M Forum
Creative Labs Forum
Crosstalk Forum

(continued)

CTOS/Open Forum

Data Access Corporation Forum

Data Based Advisor

DataEase International Forum

DATASTORM Forum

Da Vinci Forum

DBMS Forum

DiagSoft Forum

Digital Equipment Corporation

Delrina Forum

Desktop Publishing Forum

Deutsches Computer Forum

Digitalk

Dvorak Development Forum

DTP Forums

Dr. Dobb's Journal

Dr. Neuhaus

ELSA GmbH Forum

Engineering Automation Forum (LEAP)

Federation of International Distributors Forum

Fifth Generation Systems Forum

Forth Forum/Creative Solutions

Fox Software Forum

Golden CommPass Support Forum

Graphics Forums

Gupta Forum

Hayes
IBM Corp
IBM LMU/2 Forum
IBM OS/2 Forums
Intel Access/iRUG Forum
Intersolv Forum
Intuit Forum
IRI Software Forum
Japan Forum
Lan Magazine Forum
Lan Technology Forum
LDOS/TRSDOS Forum
Logitech Forum
Logo Forum
Lotus Development Corporation
Macromedia Forum
Markt & Technik Forum
McAfee Virus Help Forum
MECA Software Forum
Micro Focus Forum
Microrim Forum
Microsoft Connection
Microstation Forum
MIDI Forums
Multimedia Forums

(continued)

NCR/ATT Forum

NeXT Users Forum

Norton/Symantec Forums

Novell Desktop Systems Group Forum

Novell NetWire

Office Automation Forum

Oracle User Group Forum

OS Operating System

Palmtop Forum

Parsons Technology

PC Plus / PC Answers Forum

PCM On-Line

Pen Technology Forum

Polaris Software Forum

Portable Programming Forum

Powersoft Forum

Prisma Forum

Quarterdeck Forum

Revelation Tech. Forum

Santa Cruz Operation Forum

Siemens AG Forum

Software Publishers Association Forum

SPC Forum

Spinnaker Software Forum

Stac Electronics Forum

SunSelect & SunSoft Forum

Sybase Forum
Symantec Forums
TAPCIS Forum
Thomas-Conrad Forum
UK Computer Shopper Forum
UK Computing Forum
UKSHARE Forum
UNIX Forum
UnixWare Forum
Userland Forum
Ventura Software Inc. Forum
Wolfram Research Forum
WordPerfect
WordStar Forum
World of Lotus
WRQ/Reflection Forum
WUGNET Forum
ZiffNet

Hardware

APPC Information Exchange Forum
Apple II/III Forums
Apple Macintosh Forums
Artisoft Forum
AskCom
Atari Users Network

(continued)

Cabletron Systems, Inc.
CADD/CAM/CAE Vendor Forum
Canon Peripherals
Canopus Forum
CDROM Forum
CDROM Vendor Forum
Commodore and Amiga Forums
Compaq Connection
CompuAdd Forum
CompuServe Help Forum
Computer Club Forum
Creative Labs Forum
CTOS/Open Forum
Digital Equipment Corporation
Dell Forum
Desktop/Electronic Publishing Forums
Eicon Forum
Engineering Automation Forum (LEAP)
Epson America Forum
European Forum
Gateway Forum
Graphics Forums
Hayes
Hewlett-Packard Forums
IBM Forums
Intel Corporation

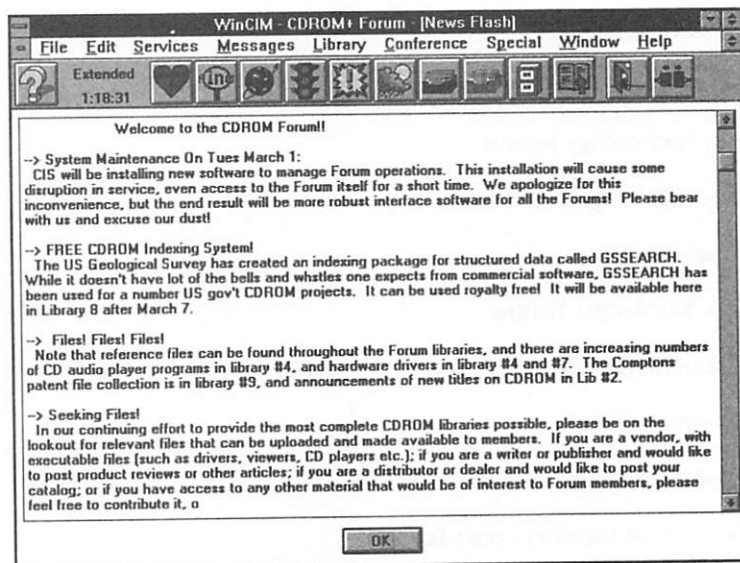
Kodak CD Forum
Logitech Forum
MIDI Forums
Modem Vendor Forum
Multimedia Forums
NCR/ATT Forum
Newton Forums
NeXT Users Forum
Packard Bell Forum
Palmtop Forum
PCM On-Line
PC Plug and Play Forum
Pen Technology Forum
Practical Peripherals Forum
Prisma Forum
Stac Electronics Forum
Standard Microsystems Forum
Synoptics Forum
Tandy Users Network
Telecommunication Issues Forum
Texas Instruments Forum
Thomas-Conrad Forum
Toshiba Forum
Toshiba GmbH Forum
UK Computing Forum
Zenith Data Systems Forum

General Technology Forums

In addition to the vendor-specific areas, there are several technology area forums that draw in knowledgeable people to discuss technical issues. Example forums are CD-ROM, desktop publishing, graphics, MIDI (Musical Instrument Digital Interface), multimedia, palmtop, pen computing, and the WUGNET (Windows Users Group Network) forum. All these areas promote the development and use of specialized technologies. You will find vendor representatives and other important players in these areas, hashing out the important issues of the day in their discussions, and contributing important references and files that contribute to building greater knowledge in the area. Overall, the thrust is in getting less product- and vendor-specific information that could contribute, for example, to strategic planning for technology implementation in the near future. Figure 15.20 shows the notice from the CD-ROM forum as an example of a General Technology forum.

Fig. 15.20

General Technology forums contain information about technologies from a variety of sources.



ZiffNet

Finally, you come to ZiffNet, one of CompuServe's most popular and widely used sections. ZiffNet is provided by Ziff-Davis Communications, the parent of the company that publishes *PC Magazine* and *PC Week*. ZiffNet developed as an on-line companion to *PC Magazine*, providing its users with access to the free programs the magazine distributed. ZiffNet evolved as a growing cadre of experienced computer users became attached to the features of ZiffNet, which now include the Ziff magazine catalog on-line, a variety of

reference and support services for computer users and software developers, as well as an extensive shareware library overseen by Public Brand Software.

You can access ZiffNet through the Software Forum menu, or by entering **go znt**. Figure 15.21 shows the ZiffNet menu.

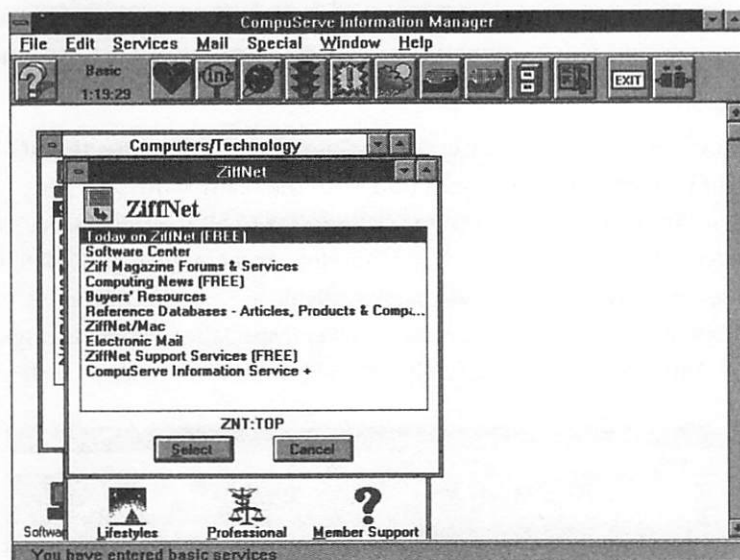


Fig. 15.21
The ZiffNet menu.

Troubleshooting

The support forum message sections don't contain all the message threads I'm interested in following. Can I fix that?

When you use a message section, by default the system is set up to only show you messages added since your last login. If you are interested in other messages, change the Forum Message Date by following the directions given above. Bear in mind, though, that the forum SYSOPS manage the message sections, and many remove messages after they have been marked read.

Travel On-Line

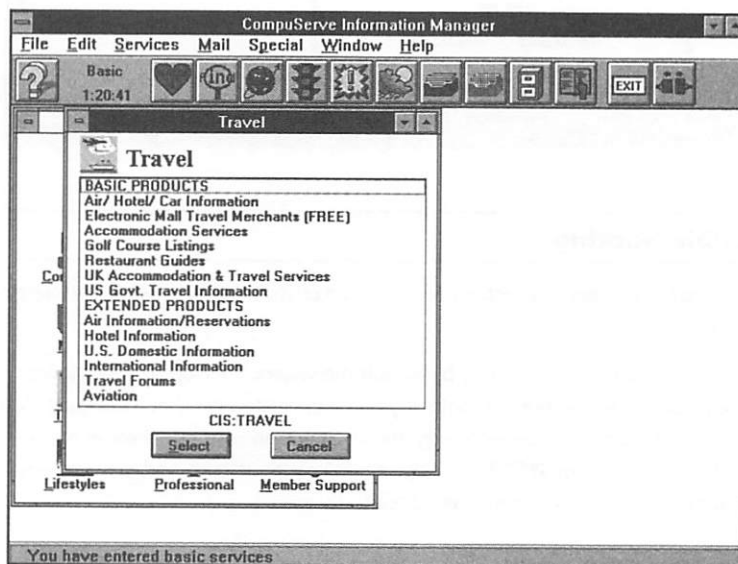
CompuServe has long offered business and personal travelers a variety of services to make traveling easier. From specialized features (offering access to cruises and golf holidays) to mainstay travel databases (the Official Airline Guide and the EAAasy Sabre reservation system), CompuServe transforms your PC into a virtual travel agency, instantly.

Using the Travel Services

There are several different approaches and interfaces that you can expect to encounter with the variety of travel services. Everything you might want to know is available: prices, access to reservations, Visa information, State Department travel advisories, even restaurant reviews from the famed Zagat survey. The CompuServe travel services are sufficiently broad to take care of all your travel needs. All you need is to invest some time in exploring their use, and to get a sense of which parts of the system suit you best.

You access the Travel menu by entering CompuServe's travel section (GO Travel) or by using the **T** Travel selection from the main WinCIM menu (shown in fig. 15.22). From here you have access to all the travel services. These include various mall merchants offering travel services and related goods, several travel listing services, all available at basic connect rates. Under Extended services you can access several specialized travel listings, travel forums, and most importantly, the major travel reservation systems.

Fig. 15.22
The Travel menu.



Tip

Add the Travel menu to your preferences list by clicking the heart icon.

The major computerized reservation services offered on CompuServe (OAG, EAAasy Sabre, and the Worldspan Travelshopper) act as a middle man, connecting you with their own processing systems. These systems were designed for use by professionals, so the interfaces tend not to be as user-friendly as those you might find elsewhere. The systems are all menu-driven, but the key is to be patient and read all the options before proceeding to the next step. It

is relatively simple to sit down at the Travel Service menu and put together a complete travel itinerary, including airline, hotel, and car rental reservations. Additionally, these reservation services all have a low-price finder feature that lets you specify your destination and travel dates, and it will find the lowest fare available on the system.

Except for the reservation systems, some of the travel services use the CompuServe interface, and that makes them much easier to work with. Zagat's Restaurant Guide, for example, gives you a form to fill in to specify the kind of restaurant you are interested in finding. Likewise, the Lanier Golf Database lets you move through the database choosing the desired locale. It provides specific detail on over 12,000 courses in the U.S.

Some general notes on using on-line travel systems:

- Your travel destination is based not on the actual city that you are traveling to, but on the airport. Of course, some cities have more than one airport, so if you are booking flights to, say, New York, Chicago, or Los Angeles, you need to specify which airport. Only experience can tell you which is the best place to plan to arrive and depart. It depends on whether you are shopping for low prices, or are more interested in proximity and convenience. On the other hand, the systems are set up to let you type in the name of the town that you want to travel to and from, and they generally pull up the right airports with little trouble. So learning all those three-letter airport codes really is unnecessary.
- Most travel systems base hotel proximity on the distance from the airport. For example, the system will tell you that a hotel location is 3 NE, meaning the hotel is three miles northeast of the airport. If you are planning to stay in the city center, it is good to have a map of the area to determine where a hotel is located relative to where you want to be.
- An awareness of airline procedure is necessary, especially regarding discount fares. Discounted round-trip fares invariably require a Saturday or Sunday stay, meaning that the round-trip stay must be over a Saturday or Sunday night. This basically separates vacationers or personal fliers, who are looking for bargains, from the bread-and-butter business traveler on whom the airlines count to pay full fare. It is difficult, but not impossible, to get discount fares for an overnight, mid-week flight.

- Remember, these are reservation systems, not purchasing systems. Once you make reservations, you must find a way to actually buy the tickets. Of course there are any number of ways to do this. Reservation systems offer a service to mail tickets to you (at additional charge); some will even send them by overnight service. Alternatively, you can make reservations and then get tickets at a travel agency. Or you can go to the ticket counter at an airport and buy the tickets there. Hotel and inn reservations generally need to be “secured” with a credit card number. This does not mean that the card is charged, it merely acts as insurance that you will show up for the space reserved. Most reservations require this guarantee, and if you don’t show up and fail to cancel, you are charged.
- If you get stuck, help is always available somewhere in the system. It may simply rehash the available commands, but that is often enough. If you really get stuck, you can always call the toll-free technical support line. People there can help you get what you want from the system.

Worldspan Travelshopper

Travelshopper claims to be the third largest reservation system. Worldspan is owned by TWA, Northwest Airlines, and Delta. Worldspan, like EAAasy Sabre, works best if you have registered as a member. Membership is free, and after completing the membership registration, the system has your information, including addressing, billing, passport, and even all of your travel preferences. Once you establish membership, you then can put together an itinerary for your trip, grouping together all your travel and accommodation reservations. The system prompts you for destinations, departure and arrival times and dates, and other preferences (class, meals, even location where available).

Travelshopper has been implemented under the CIM interface, so it is available using a complete windowed menu system. If you have CIM for DOS or Macintosh, or WinCIM, this certainly is the better way to navigate.

It seems that the text terminal interface systems perform faster and more reliably than do the windowed interfaces. This is simply because the windows are an added level over the native text interfaces. The trade-off in using the windows is convenience and reliability.

To use the Travelshopper system to make flight reservations, follow these steps:

1. When you enter Travelshopper, you are there to set up an itinerary—a group of reservations for flights, hotels, and car rentals for your trip. Before setting up an itinerary, you should first select Passenger Information from the Travelshopper menu. This brings you to a window where you add the passenger names and fare types to your list. Store information for each passenger in your itinerary. Doing this first speeds the rest of the reservation process.
2. You can also set up a Personal Profile from the Travelshopper menu to enter preference information for each time you enter the system. This information includes Reservation Class, which lets you specify the price classification that you want to search, either the default Lowest Available, or one of the specific codes that the system uses to denote fares. Personal Profile also lets you establish where you want to get your tickets: either at the airport, by mail, or from a travel agent. You can set up a default travel agency in your profile. The system is also set up to help you find a local travel agent.
3. To make flight reservations, select Flights from the Travelshopper menu. This gives you a screen that asks for Departure and Arrival cities. You can enter an airport code (the three-letter code that is assigned to each airport in the world) or you can enter a city name, which lets you select an airport that applies to that city, or gives you a choice if there is more than one.
4. Also in the Flights screen you enter the date and time when you want to leave and the number of passengers for whom you want reservations.
5. Your choices are now **F**lights, **F**ares, and **P**references. **F**lights lists the available flights to the destination, including departure and arrival times, airlines, number of stops, and the type of airplane flying the routes. Selecting **F**ares lists the fares for the flight you have chosen.
6. If you choose **P**references, either from the main menu or the Flight menu, you get to select the options that the system uses to find flights for you. You can choose from viewing All Flights or Available Flights; All Airlines or only Preferred Airlines; you can select a Fare Class (Coach, Business, First) or All; and you can enter a list of preferred airlines (where you may be enrolled in a frequent flier program).

7. Once you enter a designation and number of passengers from the Flight menu, the system pulls up and displays the information for the flights that fit your destination and preferences. You can then **Select** the flight in order to make it part of your itinerary, or by double-clicking on it or pressing Enter. **Detail** shows you the specific details of the flight, including the meal served on-board and the flight's reported on-time percentage—it displays this information for all flight segments. **Fares** shows you the available fares for this flight. If you are setting up a round trip, wait until you have set up all the trip's segments before checking fares.
8. When you select a flight, the system adds it to your itinerary. You can then continue to put together your itinerary by **Adding** flights, which would include your return trip, and any other trips in between.
9. Once you have chosen all the flights for your itinerary, you can then price them. Pricing allows you to obtain an exact price for an itinerary before reserving the flight. An exact fare for an itinerary is hard to obtain before actually making a reservation. A list of seven prices are returned: Full Fare Coach, Lowest Available Fare, Lowest Available Fare without Penalty, Lowest Available Fare without Advanced Purchase Requirements, Lowest Published Fare, Lowest Published Fare without Penalty, and Lowest Published Fare without Advanced Purchase Requirements. Not all of these categories may be available for all flights. Select one of the available prices to choose your price and reserve your itinerary. Read the applicable rules for each price. You can also choose to **Reprice** the flight by changing its class.
10. If you choose to **Reserve** flights, the system calls up your passenger list information for verification. You can accept the passenger information or edit it. The Reservation system then asks when you plan to pick up the tickets. Enter the applicable date. Once you enter it, you get the Reservation Verification screen, which displays all the itinerary details. You can still change itinerary details at this point. The reservation request does not become finalized until you press **Confirm**. Pressing **Confirm** gives you a reservation code, the total price for the items selected, and tells you how long the reservation is good. You still have the opportunity to cancel or review the reservation at that point.

The Hotel and Car reservation section of Travelshopper has not yet been implemented under the CIM interface, and those portions of the system are temporarily unavailable while the system is reprogrammed.

EAAsy Sabre

American Airlines' sprawling EAAsy Sabre system has been tamed under the CIM interface. The CIM interface makes using EAAsy Sabre a matter of filling in boxes and selecting buttons. From the EAAsy Sabre menu (shown in fig. 15.23), you can make flight, hotel, and car rental reservations.

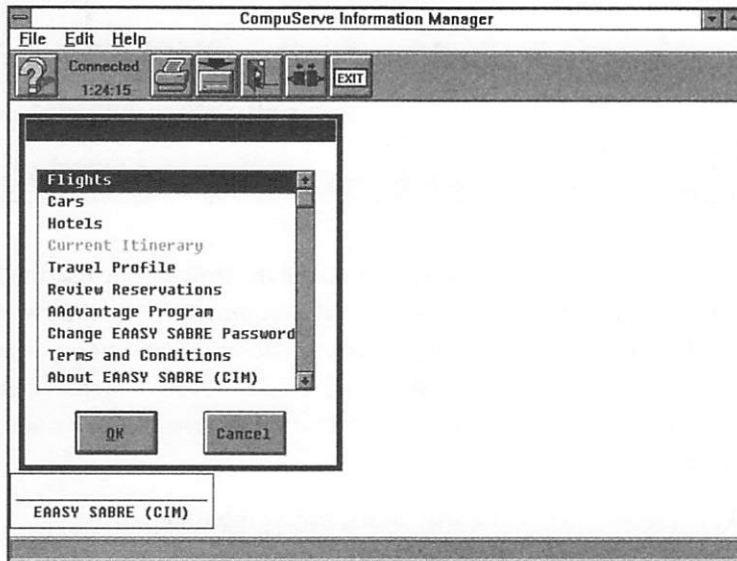


Fig. 15.23
The CIM EAAsy Sabre main menu.

The EAAsy Sabre system sets up an itinerary that lets you choose flights, and then add on the return trips. When it comes time to price flights, EAAsy Sabre automatically invokes a low-fare finder that asks whether you want to find the lowest fare. It automatically finds any discounts or super-savers if they are in effect, and if your itinerary qualifies. Once the itinerary is priced, you can then confirm it to lock in your reservations. Figure 15.24 shows the EAAsy Sabre menu.

Fig. 15.24

The EAAasy Sabre selection menu, showing flight choices.

CompuServe Information Manager

File Edit Help

Connected 1:26:24

Flights for

KENNEDY-NEW YORK, NY to SEATTLE/TACOMA, WA

Sun 06-Mar-1994

Type	Departure	Arrival	Airline	Stops	Plane
Direct	JFK 4:25P SEA	7:24P	UA0	0	757
Direct	JFK 7:00P SEA	10:12P	TW	0	767
Connect	JFK 8:15A SEA	1:20P	DL0/AS	1	757/D38
Connect	JFK 8:15A SEA	1:22P	DL0/AS	1	757/M80
Connect	JFK 7:40A SEA	1:33P	UA0/UA0	1	767/73S
Connect	JFK 9:15A SEA	3:37P	UA0/UA0	1	767/733

Q = FAST Confirmation Segment

Select Detail Fares Cancel

EAAasy SABRE (CIN)

Once you finish selecting flights, you complete the itinerary by making hotel and car rental reservations. The hotel reservation form lets you specify price ranges and preferences (special rates, bed types, location, and transportation to the hotel). Unlike the airfare system, the hotel reservation system generally does not find low rates, although it will take discount reservations under corporate and private plans.

To make a reservation under EAAasy Sabre, follow these steps:

1. When you enter EAAasy Sabre, you are there to set up an itinerary—a group of reservations for flights, hotels, and car rentals for your trip.
2. To make flight reservations, select Flights from the EAAasy Sabre menu. This gives you a screen that asks for **Departure** and **Arrival** cities. You can enter an airport code (the three-letter code that is assigned to each airport in the world) or you can enter a city name, which lets you select an airport that applies to that city or gives you a choice if there is more than one.
3. Also in the Flights screen you enter the date and time you want to leave and the number of passengers for whom you want reservations. You can optionally enter an **Airline** code to specify an airline. The system wants a two-letter airline code, so if you type an airline name, EAAasy Sabre shows you a list of names that match. Double-click or press Enter on the desired airline.

4. The system displays a list of flights available for the time you want to depart. It lists the available flights to the destination, including departure and arrival times, airlines, number of stops, and the types of airplanes flying the routes.
5. Your other choices are **Select**, **Detail**, and **Fares**. **Detail** shows the specific details of the flight, such as the meal served on-board and the flight's reported on-time percentage. It displays this information for all flight segments. Selecting **Fares** lists the fares for the flight you have chosen. If you have just started an itinerary, it will only show one-way fares.
6. By choosing **Select**, the system displays an itinerary screen showing details about the flight or flights involved in this segment of the trip. You now have a number of choices: If you are setting up a round-trip, choose **Add** to add the Return/Next flight to your itinerary. EAAasy Sabre automatically reverses your departure and destination to set up the round trip. This way you add the round trip or any other legs of your trip to your itinerary.
7. Other options in the itinerary screen are: **Delete**, which removes a flight; **Detail**, which again gives specifics on each flight in the itinerary; and **Summary**, which gives a report on the status of all the items in the itinerary.
8. Once you have selected and added all the flights for your itinerary, you want to get the price. Choosing **Price** lists the prices for each flight. When you enter **Price**, EAAasy Sabre asks if you want to use the Bargain Fare Finder. If you choose Yes, EAAasy Sabre looks for any discounted or low-cost fares. If there are bargain fares, it gives you a chance to make reservations for them. Be aware that these bargain fares do have restrictions. When you select a fare, the system displays it in a Pricing Information window, and there is a **Rules** option that lets you look at all the restrictions and rules that apply to the fare. When you press OK at the Pricing Information screen, EAAasy Sabre enters the reservation. It displays a message telling you by when you must purchase the tickets.

9. Once you confirm reservations, EAAsy Sabre prompts you for seat assignment information. Figure 15.25 shows this confirmation screen. Once you complete this part, the reservation will be complete.

Fig. 15.25

The EAAsy Sabre form to confirm a flight.

The screenshot shows a window titled "CompuServe Information Manager" with a menu bar (File, Edit, Help) and a toolbar. The main content area displays the "EAAsy SABRE (CIN)" form for "Passenger 1 Information".

Passenger 1 Information

Passenger: 1
 First Name: Rob
 Last Name: DeCiccio

Phone Number(s)
 Home: 609-555-5444
 Work: _____ X

Frequent Flyer Information

Airline	Freq Flyer No
AMERICAN AIRLINES	427074
UNITED AIRLINES	

Seat Preference Options

- Reserve any seat
- No smoking aisle
- No smoking window
- Smoking aisle
- Smoking window

Meal Preference Options

- No special meal
- Bland
- Diabetic
- Kosher
- Low calorie

Buttons: OK, Cancel

To make hotel reservations in EAAsy Sabre, you can either add reservations to a flight itinerary, or make them separately. The process follows these steps:

1. When you choose Hotel you are given a Hotel Selection screen. Here you enter the **C**ity or code of the city you want to stay in. The code is the standard travel system three-letter airport code. It's OK to enter a city name; the system will pull up the code.
2. Enter a Check **I**n and Check **O**ut date for your stay at the hotel.
3. Enter the Number in **P**arty and the Number of **R**ooms that you need. You can also select Single or Multiple occupancy.
4. You can also set your Hotel **P**references. Preferences include special rate programs that may be available (senior citizen, convention, etc., bed types) and location (near airport, near city, etc.).
5. You can specify hotels according to Hotel **N**ame, Hotel **C**hain Name, and **M**ax. Rate. This lets you specify exactly what hotel you want, if you know. The ability to set a maximum rate for the hotel is useful.

6. Once you have entered all your preferences and specified the other information, you can select **H**otels to pull up the list of hotels that fulfill your specifications. EAAasy Sabre then displays the list of available hotels. This listing shows hotel name, location, distance and direction from the closest airport, and nightly rate for the room that you have specified. You can then **S**elect the room, get further **R**ates, or get **D**etails about the room. The Rates option shows the rate options available for a hotel (single/double occupancy, available discounts, etc.). The details option displays all the information available about the hotel, including information about additional services, distances from various landmarks, and available transportation.
7. Choose **S**elect to make the hotel reservation. The system displays available rates, and you select again to choose the exact rate and room. When you do that, you can then **R**eserve the room for the nights that you specified. The system prompts you for traveler information, using the default information from your travel profile. Enter any changes here. You can then guarantee your reservation with a credit card number. Once you do this, the system gives you a reservation code. Take this code with you to the hotel, as it will be your reference for the reservation.

Official Airline Guide System

The venerable Official Airline Guide System (OAG) has long been available on CompuServe, and indeed was one of the pioneering travel systems open to public access via on-line system. The OAG, unlike Travelshopper and EAAasy Sabre, does not use the windowed CIM interface. The menu-driven terminal screens walk you through the system. Here are the OAG Main menu choices:

OAG ELECTRONIC EDITION TRAVEL SERVICE MAIN SELECTION MENU

- 1 OAG ELECTRONIC EDITION (R) - Flight Information & Reservations
 - 2 Airport Arrivals, Departures & Gate Information
 - 3 Accu-Weather Forecasts
 - 4 Lodging & Dining
 - 5 Worldwide Travel Facts
 - 6 Travel Industry News
 - 7 Frequent Traveler Programs
 - 8 Leisure & Discount Travel
 - 9 Cruises
 - 10 What's New?
 - 11 General & How-to-Use
 - 12 User Comments & Suggestions
-

Tip

Always print your confirmation screen with the reservation numbers on them. Carry them with you as you travel.

Enter a number, a /TO command, or
X# for summary of contents (e.g., X1)

OFF = EXIT

Although the OAG has a somewhat rough exterior, it is still the standard by which other systems are measured in terms of the comprehensiveness of the features offered. The OAG flight system is quite logical, walking you through each step of viewing scheduled flights, checking prices, making reservations, and booking flights. Here is the OAG command set:

SLASH COMMANDS: Use anytime during your session to START A NEW SEARCH.

- /S = Begin Schedules request
- /F = Begin Fares request
- /P = Begin Airline Preference request
- /H = Begin Hotel/Motel request
- /C = Review or Cancel booking
- /I = Information and Assistance
- /M = Display the OAG Command Menu
- /U = Send a message to OAG
- /E = Turn expanded prompts OFF/ON
- /Q = Exit OAG Electronic Edition (R) return to Travel Service Menu

OFF = Exit OAG Travel Service System

MOVE COMMANDS WITHIN A SEARCH:

- + = Next display (or use RETURN key)
- = Previous display
- O = Original display
- CX = Display connections
- DF = Display direct flights
- RS = Display return flights
- S = Redisplay flights
- L = Display fare restrictions

PREFERENCE COMMANDS:

- S = all airlines
- P = reset preferences

SHORT CUTS- Single line requests:

- /SCHI;NYC20JUN8A

City names or codes may be used

- Change date or time without entering cities: S15JUN -or- S15JUN4P

? with code will show code's meaning eg. ? 727 shows 727 = BOEING 727
? with city name will show city code eg. ? Chicago shows CHI-
CHICAGO, IL, USA

LINE NUMBER (#) ENTRIES: Enter the ACTUAL line number of the flight or fare, NOT the # symbol.

- A# = Display fares/seats available
- B# = Book flight or connection
- F# = Display fares offered on flight
- X# = Display expanded information

Other Travel Information

CompuServe offers access to a variety of specialized databases that make travel planning fast and convenient. These are discussed in the following sections.

Lanier Golf Database. Golf Guide On-Line lets you review the features of a golf course or plan a golf resort vacation. Golf Guide On-Line features detailed listings of over 12,000 golf courses in the U.S., with information on the course's par, total yardage, name of pro, and rating by the United States Golf Association.

Bed and Breakfast Database. This is a recent addition to the CompuServe travel area, reflecting the surge in popularity of bed and breakfast inns. The database enables you to select inns by location, and lets you select amenities and services, such as spas and conference facilities.

ABC Worldwide Hotel Guide. The ABC Worldwide Hotel Guide provides listings of over 60,000 hotel properties worldwide. The ABC directory provides information on each hotel, including street address, location information (distance from downtown), local and toll-free telephone numbers, FAX, telex, number of rooms, hotel facilities (in-room, in-hotel, sports/leisure), business services, and credit cards accepted. The menus let you narrow choices by location, and then further by hotel name, hotel chain, and by location/amenities. The guide is quite detailed.

Zagat Restaurant Survey. The well-known and influential Zagat Restaurant Survey is available on-line. The survey walks you through a form on which you specify the type of restaurant you want. The survey is made up of a database of restaurants that have been rated by teams of reviewers who provide pointed feedback about restaurants across the U.S. Figure 15.26 shows the results of searching the Zagat's database.

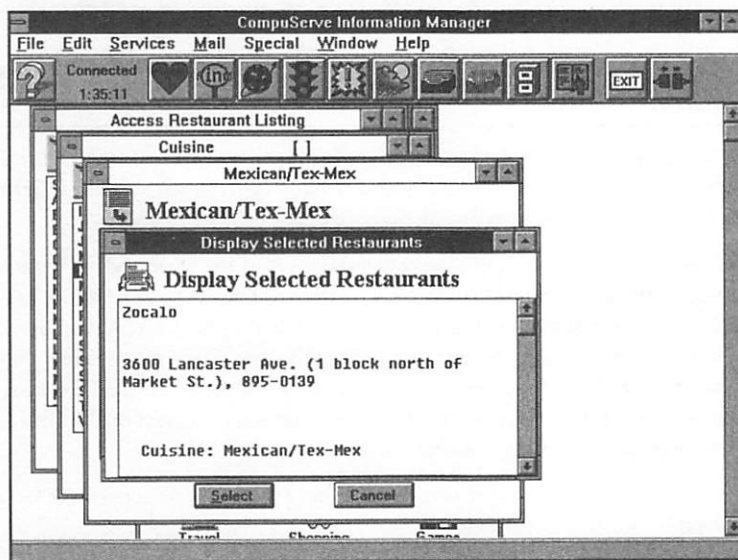


Fig. 15.26
The Zagat Survey
data form.

Travel Britain On-Line. Travel Britain On-Line is a database containing events in Great Britain of interest to tourists. You can search the database for events by month or locale. The resulting information describes the event and some of its history. A companion database, London On-Line, provides detailed information about London, including facts on celebrations, culture, sport, and night life.

West Coast Travel. West Coast Travel is a consumer travel guide for the western United States, Canada, and Mexico. Reviews are written by Lee Foster. The guide provides first-hand perspective on over 130 major destinations.

U.S. State Department Advisories. This provides you with access to U.S. State Department information regarding foreign travel. It breaks down visa information and facilities availability for every country in the world. This is a good reference to check before traveling abroad.

Travel Forums

In addition to all the travel-related services on CompuServe, there are also several travel forums that allow you to check in and see what people think about places. These include a main forum on Travel, a Recreation Vehicle forum, forums on specific geographical areas (California, Florida, New York, Japan, and the U.K.). These forums are great for obtaining local flavor, or for reaching out for resources.

Troubleshooting

When using the travel systems, I sometimes wait a long time for a response and then I realize that the system is no longer responding. What should I do when I seem to get lost like this?

CompuServe's travel systems are always being upgraded and improved. As these systems change to compatibility with using windowed interfaces, some difficulties are bound to arise. Sometimes the CompuServe connection to the travel system gets cut without the system relaying the message back to the user. If you have waited more than two minutes for a response, you may want to break the connection and start over. In WinCIM, the easiest way to break the connection is to press the Modem icon on the Ribbon that shows the blinking red lights.

I got a reservation code for a flight that I booked, but I want to make sure I don't lose my reservation.

If the reservation system completed the entry process and gave you a code, then the system has registered the reservation. It is a good idea to print the last page of the reservation to carry with you to refer to. If you have any further questions or concerns, call the travel system's 800 number support line. They should be able to help track down reservations that might get lost or overlooked.




From Here...

We have covered almost all the services that CompuServe offers. Other chapters give you more detailed information about other related topics:

- In Chapter 10, "Sending and Receiving E-Mail," you can find more about e-mailing information that you find in the news sections or in the forums to another member.
- Chapter 2, "Using Forums and Locating Information," contains strategies and hints for searching for information in forums, news, and reference sections.
- Chapter 6, "Saving Search Time with the CompuServe Navigator," tells how to use WinNav to save time and money by working on forum messages off-line.

Part V

Appendixes



- CompuServe Information Service
 - CompuServe Mail
 - What's New
 - Microsoft Windows Support
 - IBM & Compatibles Support
 - Other Computer Support
 - Financial Information
 - Industry and Professional
 - General Interest
 - News, Weather & Sports
 - CompuServe Support
 - ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

- A The CompuServe Menus and Command Summary
- B The CompuServe Index: Finding GO Commands When You Need Them
- C CompuServe Logins: Finding Local Access Numbers and Supplemental Networks
- D Glossary

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	F	SCRIPT
2	Revoke Entry 1	2400	NSI	F	D	
3	NAME: CompuServe Phone Numbers	2400	NSI	F	D	
4	NUMBER: 1 888 346-3247	2400	NSI	F	D	
5	BAUD: 2400	2400	NSI	F	D	
6	PARITY: EVEN	2400	NSI	F	D	
7	DATA BITS: 7	2400	NSI	F	D	
8	STOP BITS: 1	2400	NSI	F	D	
9	DUPLEX: FULL	2400	NSI	F	D	
10	PORT: COM2	2400	NSI	F	D	
SCRIPT:						
F6	PROTOCOL: XMODEM					ctory
F7	TERMINAL: VT100					lex
F8	MODE: MODEN					ir
End	PASSWORD:					play
1/1	META FILE:					ory
Esc	MOD FILE:					
	NOTE FILE:					
Choi						

CLEAR LAST DATE AND TOTAL? (Y/N) No

ACCEPT THIS ENTRY? (Y/N) Yes

SAVE ENTRY TO DISK? (Y/N) Yes

Notes

SCRIPTS
FCABINET
SUPPORT
DOWNLOAD
GIF

DOS CIM executable
Script files, mod
Filing Cabinet, I
Support files (*.
Default download
Default GIF downlo

a directory other than CSERVE, edi
include the complete directory pa
CompuServe Information Manager

CompuServe Information Service

- CompuServe Mail
 - What's New
 - Microsoft Windows Support
 - IBM & Compatibles Support
 - Other Computer Support
 - Financial Information
 - Industry and Professional
 - General Interest
 - News, Weather & Sports
 - CompuServe Support
 - ZiffNet Information Service

Next

Mark

Retrieve

View

Delete

The CompuServe Information Manager will be in a subdirectory called DOSCIM, which will be in the directory CSERVE (see diagram). The new feature below will allow you to use common data contained in the directory CSERVE.

	Connect to CIS	Disconnect	Level: 1
	I.D.	Password	00:00:55

C:\CSERVE\

DOSCIM
 SCRIPTS
 FCABINET
 SUPPORT
 DOWNLOAD
 GIF

DOS CIM executables
 Script files, mod
 Filing Cabinet, I
 Support files (*.*)
 Default download
 Default GIF downl

DIALING DIRECTORY: -CIS-.DIR

NAME	NUMBER	BAUD	PDS	D	P	SCRIPT	
1		2400	NSI	F	D		
2	[Revision Entry 1]						
3	NAME: CompuServe Phone Numbers						2400 NSI F D
4	NUMBER: 1 800 346-3247						2400 NSI F D
5	BAUD: 2400						2400 NSI F D
6	PARITY: EVEN						2400 NSI F D
7	DATA BITS: 7						2400 NSI F D
8	STOP BITS: 1						2400 NSI F D
9	DUPLEX: FULL						2400 NSI F D
10	PORT: COM2						2400 NSI F D
SCRIPT:							
FgUp	PROTOCOL: XMODEM						actory
PgDn	TERMINAL: VT100						des
Home	MODE: MODEM						ir
End	PASSWORD:						play
F4	META FILE:						tory
Esc	KBD FILE:						
Choi	NOTE FILE:						

CLEAR LAST DATE AND TOTAL? (Y/N) No

ACCEPT THIS ENTRY? (Y/N) Yes

SAVE ENTRY TO DISK? (Y/N) Yes

Notes

a directory other than CSERVE, edit the directory to include the complete directory path to the CompuServe Information Manager.

Alt-2 FOR HELP| VT100 | FDX | 2400 NSI | LOG CLOSED | PRINT OFF | OFF-LINE

Appendix A

The CompuServe Menus and Command Summary

CompuServe's Native Mode Commands

The following commands can be used any time CompuServe offers the exclamation point (!) prompt. Just type the command and press Enter. Letters in parentheses are accepted abbreviations for the command. Commands are case-insensitive, so any combination of upper- and lowercase letters is acceptable.

- TOP. (T) Displays CompuServe's TOP main menu (the menu first displayed after logging in).
- FIND. Use FIND if you are unsure of the exact name of what you are looking for. Type **find**, and then a space, followed by any word related to the information you are looking for, and press Enter. CompuServe displays a list of items that may contain the information you are looking for. The list will be in the form of a menu to be used just like any other CompuServe menu.
- MENU. (M) This command displays the previous menu (the menu that was used to get to the current menu).

- **HELP. (H)** In the CompuServe basic services, this displays a list of commands and other brief information about the CompuServe system. Some of the services (such as MAIL) have their own help files that are displayed with this command.
- **?. Same as HELP.**
- **GO.** If you type **go**, a space, a service name or page number, and then press Enter, you go directly to a service, bypassing the menus. Use this command if you know the exact name of the service, or have used the service before and noted the page number that was on the screen at the time.
- **SCROLL. (S)** CompuServe normally presents information one page (screen) at a time. Using the SCROLL command causes any document you are reading to be written to your screen as fast as your modem will allow and without stopping. If you turn on your communications program's log file, you will be able to quickly receive a full document for later reading without CompuServe's next page prompt showing in the text every few lines.

When selecting a numbered item from a menu, precede the number with S and a space to scroll the document (for example, S 5) or, to select several items at one time, use lists of number or ranges separated by commas (for example, S 3,5,9 or S 3-6,8).

- **RESEND. (R)** Redisplays the current page (in case the phone connection was bad or you had problems with your communications program).
- **NEXT. (N)** Displays the menu item with the next higher number than the one you are currently viewing. If you are viewing a document that is item number 8 in the menu, NEXT displays item number 9 without first redisplaying the menu.
- **PREVIOUS. (P)** Displays the menu item with the next lower number than the one you are currently viewing. If you are viewing a document that is item number 8 in the menu, PREVIOUS displays item number 7 without first redisplaying the menu.
- **BACKWARD. (B)** Shows the previous page in the list or document currently being viewed.

- FORWARD. (F) Shows the next page in the list or document currently being viewed.
- SET. Displays a list of ways you can customize how CompuServe sends your computer information. The following items can be SET:
 - ALERT. Should CompuServe show basic services alerts? YES or NO.
 - BLANK. Should CompuServe send any blank lines? YES or NO. If, for example, you don't want any blank lines sent, type **set blank no**.
 - BRIEF. Do you want shortened prompt lines? YES or NO.
 - CAPS. Should CompuServe send all letters as capital letters? YES or NO.
 - CHARACTER. Choose either ASCII or LATIN1 character set. (ASCII is the default.)
 - COLOR. Do you want CompuServe to send color control signals to provide you with a color display? YES or NO.
 - COUNTRY. Set country code.
 - DELAY. Used to set output delay from 0 to 255.
 - ERASE. Should CompuServe delete a character when you backspace over it? YES or NO.
 - FEEDS. Should CompuServe send automatic line feeds to your computer? YES or NO.
 - FORM. Do you want CompuServe to send real or simulated form feeds (new page signal)? REAL or SIM.
 - LANGUAGE. This is used to set the language that CompuServe will respond to you with. There are currently three choices: English, French, and German.
 - PARITY. Choose a parity to match what you have set your own software to handle. Your choices are EVEN, ODD, ONE, or ZERO.
 - TABS. Should CompuServe send real or simulated tabs? REAL or SIM.
 - LINES. How long a page should CompuServe send before pausing? 0 to 255.

PAGED. Should CompuServe pause at the end of each page and provide a prompt or continuously send data until the end of the document?
YES (pause) or NO (don't pause).

TERMINAL. Set the terminal type to match that which your software is currently emulating. See Chapter 6 for a list of emulators that CompuServe supports.

WIDTH. Allows you to tell how wide a display you want (in number of characters). 10 to 255.

- EXIT. Use EXIT to leave a service in CompuServe but still stay connected to CompuServe.
- OFF. Disconnects you from CompuServe. Also used to disconnect you from some of the networks that provide communications between your local access phone number and CompuServe itself. If the network doesn't hang up on you when you issue the OFF command to CompuServe, issue the OFF command again or try BYE or QUIT.

Control Character Commands

To send a control character command to CompuServe, hold down the Ctrl key and, while holding it, press one of the following letter keys:

- C. Interrupts anything that CompuServe is currently doing for you and presents a prompt and/or menu.
- U. Completely deletes the line that you are currently typing.
- V. Redisplays the line you are currently typing and allows you to continue typing and making changes to the line. This is helpful if you are unsure of which characters have been deleted or you have display difficulties with your communications software.
- H. Backspaces one space and deletes the character it backspaced over. If this doesn't happen, use Ctrl+V.
- A. Stops the flow of data to your computer at the end of the line it is currently sending. This can be helpful in long documents, or to give you time to turn on your log file or make other changes.
- Q. Resumes the data flow stopped by Ctrl+A as described above.

S. Stops the data flow from CompuServe immediately (instead of waiting until the end of the line). Use Ctrl+Q to start the flow again.

O. Stops the flow of data from CompuServe. This method of stopping does not allow you to resume the data flow.

P. Stops the data flow from CompuServe and displays a prompt, allowing you to use any CompuServe command.

Appendix B

The CompuServe Index: Finding GO Commands When You Need Them

As you've learned in this book, GO commands take you directly to the service you want without the need to search for a key term. CompuServe provides sophisticated help for its users in the CompuServe Help forum (*go helpforum*). Among the useful information you'll find in the Help forum is a complete, regularly updated list of GO commands for all CompuServe services. The name for this file is INDEX.LST, and it's found in the Help Library section of the forum.

This file can be a handy reference. Simply look up the name of the service you want (they're listed alphabetically in INDEX.LST) to find the GO command for that service.

Following are instructions for retrieving this list with WinCIM.

1. From the CompuServe Information Manager window, choose the **S**ervices menu, then choose **G**o.
2. Type **helpforum** in the Services: text box, then click OK. If necessary, WinCIM will log on to CompuServe. WinCIM then takes you to the CompuServe Help forum. You will be prompted to join the forum if needed.
3. Choose the **L**ibrary menu, then choose **B**rowse. Or, you can simply click on the Library Browse icon if the forum toolbox is displayed.

Tip

Using the *go index* command, you also can search for GO commands and view a listing of GO commands.

4. From the dialog box that appears, choose the Help Library section by double-clicking on it.
5. Select the file title `List of available services as of...` by clicking on it. A highlight should appear over the file title.
6. To see a description of the file (which appears in a dialog box with the file name, `INDEX.LST`), click the **Description** button. Click **Close** when finished if you choose.
7. To retrieve the file, click the **Retrieve** button from the `INDEX.LST` dialog box or the Help Library dialog box.
8. In the **Save As** dialog box, specify the drive, directory, and file name to save to. Then click the **OK** button to save the file to disk.

Tip

Rather than printing `INDEX.LST`, you may prefer to use it as an electronic file only if your word processor offers search capability. Save time by simply searching the file for the service name.

Note

Another helpful file in the Help Library is `FORUMS.LST`, which is titled `List of public forums...`. This file lists forums and the GO commands for accessing them.

Appendix C

CompuServe Logins: Finding Local Access Numbers and Supplemental Networks

Using CompuServe would become cost-prohibitive if you had to pay long distance charges in addition to connect charges. When you join CompuServe, you learn which local access number you should use to connect to the service. However, if you move or if you travel and want to use CompuServe from another city, you'll need to find that city's local access number so that you can connect free of long distance charges.

In some cities, however, there is no local access number. Does this mean you're out of luck and will be forced to pay for long distance? Not necessarily. You may be able to find a supplemental network for that city—such as SprintNet, Telenet, or Tymnet—so you can connect with savings over long distance charges. You may also want to find out how to gain access to a PDN—Public Data Network.

This appendix explains where to find city-by-city listings of local access numbers and supplemental networks, as well as logon instructions for the supplemental networks. These procedures start with *go phones*.

Discovering Local Access Numbers

The following example gives the steps for discovering local access numbers using WinCIM. The selections you make using other CompuServe interfaces will be similar.

1. From the CompuServe Information Manager window, choose the **Services** menu, then choose **Go**.
2. Type **phones** in the Services: text box, then click OK. If necessary, WinCIM will log on to CompuServe. WinCIM then displays the Telephone Access Numbers dialog box.
3. Double-click on Access Numbers & Logon Instructions to display its dialog box.
4. Double-click on United States and Canada to display its dialog box.
5. Double-click on CompuServe Network to display its dialog box.
6. In the dialog box that appears, double-click on the option you want:

List	Accesses the list of local access numbers
Search	Lets you search for a number by state or ZIP code
CompuServe 800 Numbers	Lists 800 numbers for access
Various Baud Rates	Lists numbers that support access for modems of the specified speed (2,400, 9,600, 14,400)

Getting Information about Other Access Methods

The process for finding out how to access supplemental networks and Public Data Networks is similar to the process used for finding the listing of local CompuServe access numbers. Again, the following example gives the steps for using WinCIM. The selections you make using other CompuServe interfaces will be similar.

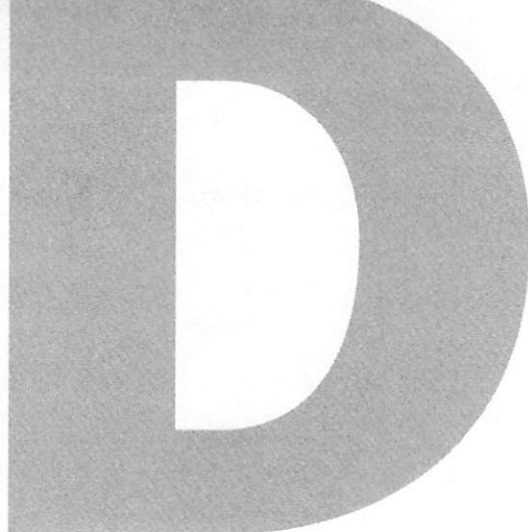
1. From the CompuServe Information Manager window, choose the **Services** menu, then choose **Go**.
2. Type **phones** in the Services: text box, then click OK. If necessary, WinCIM will log on to CompuServe. WinCIM then displays the Telephone Access Numbers dialog box.
3. Double-click on Access Numbers & Logon Instructions to display its dialog box.
4. Double-click on United States and Canada to display its dialog box.
5. Double-click on Supplemental Networks to display its dialog box.
6. In the dialog box that appears, double-click on the name of the service you want information about, such as SprintNet.
7. In the dialog box that appears, make a selection. You can get information about the Logon Procedure for the service, List or Search for connect numbers, and more.

Note

For more information about any of the networks, use Go Phones or Go Login.

Appendix D

Glossary



Address. An e-mail address is a unique identifier assigned to each individual's computer account. It contains the routing information needed by computers to complete the distribution of files and messages.

ASCII. This stands for American Standard Code for Information Interchange. ASCII is a widely used standard data transmission code for alphanumeric and other characters in a computer file. It is understood worldwide by most computers. Sometimes referred to as seven-bit transfers because each character requires seven data bits.

Basic Services. CompuServe Services that have unlimited free connect time included under CompuServe's Standard Plan.

Baud Rate. The speed with which a modem transmits data. CompuServe accepts baud rates from 300 to 14,400.

Binary. In broad usage, any electronic storage system using base two numbers (a number system using only zero and one). In common usage, files that are sent using eight data bits per character (eight-bit).

Bulletin Board Systems (BBS). A shared system on which users may enter information for others to read or download. Many bulletin boards are organized by topics.

Button or Radio Button. These are either/or choices, usually to select from among two or three alternatives.

Check Box. In the CompuServe CIM programs, it is a small square box next to a choice in a dialog box. Normally, you can check as many as you want. Often there is a yes or no choice next to an item.

Conference. An on-line real-time forum discussion.

Configure. To set up or make changes in a program to suit you or your computer's requirements.

Cross-Post. Posting a single BBS message to multiple subject groups or conferences.

Cursor. The flashing line that marks your position in a field or document.

Dialog Box. A box on the screen in which you can respond to questions from the software; found for example, in WinCIM, DOSCIM, CSNav, and MACCIM.

DOS. The Disk Operating System for your computer. DOS allows the computer to operate the floppy and hard disks and to give instructions to the computer about some basic operations, including file copying, use of your video monitor, and so forth. Also the specific DOS made by Microsoft (or compatible DOS's) that operates primarily IBM-compatible computers.

DOS Prompt. The C:\> prompt on DOS-based computers. Windows users can click on the MS-DOS Window to use the DOS prompt.

Double-Click. To rapidly click the mouse button twice in a row to initiate an action. Buttons and check boxes need only one click.

Download. The electronic transfer of information from one computer to another, flowing from the remote computer to a local computer. Uploading is the opposite: information flowing from a local to a remote computer.

E-mail (Electronic Mail). Messages transmitted electronically from one computer terminal or computer system to another computer where it is stored in an e-mailbox for later retrieval.

Forum. A special interest group on CompuServe where members can read and post messages, use library files, and participate in on-line conferences.

GIF. A graphics or picture file in the Graphics Interchange Format. It is recognizable by the file-name extension .GIF.

Highlight. Selecting an item on the screen so that it changes color or brightness. Selects the item for taking some action.

Icon. A small picture representation of a service, program, or action.

Install. To copy or decompress original program files onto your hard drive from a floppy disk.

Internet. A network of networks, the Internet is the largest interconnected computer network in the world. It consists of large national backbone nets and a web of local and regional networks.

Listserv. An electronic discussion forum. A Listserv is conducted by electronic mail over the Internet. Participants subscribe via a central service. Lists often have a moderator who manages the information and content. It is in the form of "mail exploder" in that each newly posted message is distributed via e-mail to everyone on the list.

Menu Bar. The horizontal bar at the top of the screen showing the names of pull-down menus.

Microsoft Windows. A graphical interface program that manages all computer functions of other programs in a standard manner with a standard appearance and menu structures.

Modem (MODulator/DEModulator). Converts a computer's digital signals to sound (analog) and vice versa to enable computer communication through standard telephone lines.

Mouse Pointer. The mouse pointer appears as either a vertical bar (in text fields) or as a small arrow. When it is placed over an item on the screen, you can click the left mouse button to activate that item.

Netiquette. This is "net" "etiquette" referring to proper behavior and customs on conferences, forums, and other network services.

Network. A group of computers connected in order to transmit information from one to another.

Pane. A part of a window, usually where the window is divided into two or three large units that work independently.

Premium Service. Denoted by a \$, these are CompuServe services that carry a surcharge for use.

Protocols. These are methods for transferring, storing, and handling data. Many different protocols exist for various purposes.

Ribbon. The row of icons at the top of the screen below the menu bar that enables you to have quick access to some of the menu items.

Serial Port. Also called an RS232 port. These two-way data transfer ports are available on the back of most computers either as 9-pin or 25-pin connectors labeled COM1, COM2, COM3, or COM4. These ports are used to connect a mouse and external modems to the computer.

Shareware. Microcomputer software, distributed through public channels, for which the author expects to receive compensation.

Sig (Signature). A sig (or .sig) is the short message at the bottom of an e-mail message that identifies the sender. Large signatures in e-mail messages are considered to be poor netiquette.

Snail Mail. A somewhat derogatory term CompuServe members use to refer to the postal service.

Terminal Emulation Software. Most communications software packages permit your personal computer or workstation to communicate with another computer or network as if it were a specific type of terminal directly connected to that computer or network.

Terminal Mode. The mode in various CIM programs in which you enter the CompuServe native mode, losing your graphical interface temporarily while you work within a service.

Thread. This is a term used to describe a group of messages on a BBS, conference, or forum that discusses the same subject. A thread is usually formed by a series of replies concerning someone's original message. The message's subject line will often have "Re:" in front of the listed subject.

Upload. The electronic transfer of information from one computer to another, flowing from a local computer to a remote computer.

User ID. The CompuServe account number that is your electronic mailing address.

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